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2. PURPOSE

The purpose of this user manual is to provide guidelines and governance for vendors in relation to the Marafiq Supplier Self procedures and processes when there is a need to procure materials / services.

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3. USAGE GUIDELINES

Users of this document and MARAFIQ Supplier Portal are bound to comply and adhere to the 'USAGE AGREEMENT & DATA PRIVACY STATEMENT" as mentioned below.

''USAGE AGGREMENT & DATA PRIVACY STATEMENT"

This Usage Agreement and the Data Privacy Statement govern the supplier's use of the Supplier Portal and participation in the transactions, and, together, constitute the "Terms and Conditions". By acceptance of these terms and conditions, the Vendor and its authorized representatives are legally bound by the Terms and Conditions and any modifications or amendments thereto. Continued access to the Portal and its Services, including without limitation all licenses granted hereunder, is subject to compliance with the Terms and Conditions and any breach of the Terms and Conditions will be pursued by to the fullest extent possible.

The Usage Agreement and the Privacy Statement may be modified at any time without notice and any such modification shall be effective immediately upon publishing. By assenting to these Terms and Conditions, the Vendor agrees to periodically review the Terms and Conditions published on the Home Page of the Portal under the link ***Usage Agreement and Data Privacy Statement*** and be bound by any modifications or amendments thereto.

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Vendors who have any questions about the Terms and Conditions are invited to contact the MARAFIQ Procurement and Contracts Department.

1. Vendor Warranties

Through the electronic platform provided by MARAFIQ, the Vendor can participate in the online Transactions.

User of the portal from/on behalf of the Vendor represents and warrants that he/she,

(1) Is duly authorized to consent to these terms and conditions on behalf of his/her respective company;

(2) Can form legally binding contracts under applicable law;

(3) Has the right to grant the intellectual and informational property rights at issue under this agreement, and that such grants do not infringe the rights of any third party; and

(4) Is of the organization that is in commercial business, and not a consumer vendor, for the purpose of using this portal.

2. User IDs, Passwords and Digital Certificates

User IDs and passwords are confidential and proprietary. It is a violation of the Terms and Conditions for the Authorised User of the Vendor to disclose its password or share its User ID and Password with any unauthorized personnel in the organisation of the Vendor, Third Parties, or to use its User ID and password for any unauthorized purpose. Vendor, through its Authorized User, shall be held responsible for any unauthorized use of its User's ID and Password.

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3. Transacting on the Portal

Transactions on the Portal are governed by the Terms and Conditions. The specific Terms and Conditions of each Transaction (such as compliance with the documentation for company authorized representatives, vendor registration documentation, supporting documentation for pre-qualification criteria, technical requirements, pricing, warranties, delivery, etc.) entered into through the Portal are established between MARAFIQ and the Vendor. The Portal is a venue through which MARAFIQ and the Vendor can conduct official business transactions. MARAFIQ decides with whom to do business. MARAFIQ does not set nor endorse the price, contract terms, quality, safety, conformance or legality of the Products advertised or offered for sale to third Parties. It is the sole responsibility of Vendors and its authorized representatives to provide best offers through the portal that add value to MARAFIQ needs.

4. Upgradation and Modification in the Portal Features

The features of the Portal may be upgraded and/or modified from time to time which may result in change of functionality/workflow/methodology of executing operations on the System. It shall be the responsibility of the Vendor to get its authorized users readily available to attend, acquainted and trained by MARAFIQ on the execution of operations of the System as required from time to time.

5. Minimum System Requirements

The Vendor shall ensure compliance with minimum system requirements in terms of hardware, software and internet connectivity as required to operate the System.

6. No Warranty

By assenting to these terms and conditions, the Vendor assumes any and all responsibility and risk of use of the portal and any products or services contained therein. MARAFIQ provides the portal and services "as is" and "as available," without any warranty or condition of any kind, express, implied or statutory. MARAFIQ expressly disclaim any warranties of any kind, including but not limited to,

(a) The implied warranties of merchantability, fitness for a particular purpose, title and non-infringement;

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(b) That service will be continuous, uninterrupted and/or error-free; and

(c) As to the accuracy of any information made available on or through the portal by or on behalf of any Vendor, third party or agency.

7. Release

Because the MARAFIQ is not a party to any Vendor-to-Agency, Vendor-to-Vendor or Vendor-to-"Third Party Provider" (as "Third Party Provider" is defined in Section 10 below) agreements, and has no control over the truth or accuracy of representations made by these parties, or the ability of parties to any such agreement to fulfil their part of any transaction, the Vendor hereby releases and agrees to hold harmless MARAFIQ, and its officers, directors, sub-contractors (including without limitation technology providers) acting in their capacity of providing services to MARAFIQ, agents, and employees from any and all claims, demands, and damages of every kind and nature (including, without limitation, actual, special, incidental and consequential), known and unknown, suspected and unsuspected, disclosed and undisclosed, arising out of or in any way connected with the use of the Portal, or any agreement or transaction between any Vendor, on one hand, and any other Vendor (whether or not consummated) or any Third Party Provider, on the other hand.

8. Good Faith and Fair Dealing

The Vendor hereby agrees to act in accordance with the principles of good faith and fair dealing when transacting on or through the Portal. MARAFIQ reserves the right to investigate any allegation or evidence of Vendor's failure to abide by the principles of good faith and fair dealing in connection with its use of the Portal, and to fashion and enforce remedies, in its sole discretion, in order to address any violation of such principles.

9. Information posted on the Portal

The Portal may contain news and information published by various Third Party Providers, some of which may contain facts, views, opinions, analysis and recommendations of individuals and organizations deemed of interest. MARAFIQ does not guarantee the accuracy, completeness, or timeliness of, or otherwise endorse these views, opinions, analysis, or recommendations. Vendor assumes sole responsibility and risk for use of such content.

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The Portal may contain links to third party websites not under the control or operation of the MARAFIQ. MARAFIQ provides links only as a convenience and does not endorse, and is not responsible for the contents of, any linked site. Vendor assumes sole responsibility and risk for use of such third party links.

Vendor's postings to the Portal are the sole responsibility of the Vendor. Vendor hereby acknowledges and agrees that MARAFIQ has no obligation to monitor Portal content or third party links, and expressly disclaims any responsibility to filter any such content. However, MARAFIQ reserves the right to take any action with respect to information posted on the Portal that MARAFIQ deems inappropriate in its sole discretion, including but not limited to the immediate removal of offensive or harmful content, or suspension or termination of the Vendor's rights of use. The Vendor shall not post information on the Portal that is, or offer Products or services for sale that are:

• Fraudulent or related to the sale of counterfeit or stolen items;

• Infringing of any third party's rights, including but not limited to copyright, patent, trademark, trade name, trade secret, or other proprietary rights or rights of publicity or privacy;

• Transmitted anonymously or labelled under a false name;

• In violation of any applicable law, statute, rule or regulation (including without limitation those governing export control, consumer protection, unfair competition, cartelization, government/public sector procurement, anti-discrimination or false advertising);

• Obscene, indecent or pornographic;

• Defamatory, trade libelous, threatening or harassing; or

• Unsolicited or unauthorized advertisements, promotions, or other forms of solicitation.

In addition, the Vendor may not link directly or indirectly to, or include descriptions of, Products (1) that are prohibited by this Usage Agreement or the fruits of such prohibited Products, or (2) to which the Vendor does not have the right to link or include. The Vendor must obtain MARAFIQ's express permission to link this Portal to his website. Furthermore, the Vendor may not post to MARAFIQ or sell through the Portal any Product that could cause MARAFIQ to violate any applicable law, statute, ordinance, or regulation of any jurisdiction.

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10. Compliance with Laws

Vendor shall comply with all applicable laws, statutes, ordinances and regulations regarding the use of the Portal, bidding on or purchase of merchandise, and posting and retrieval of information (including without limitation those governing export control, unfair competition, antitrust, cartelization, or false advertising). Vendor hereby acknowledges that MARAFIQ has an express policy of complying with applicable laws of the Kingdom of Saudi Arabia, and that the operation of the Portal is not intended to facilitate collusion or other illegal agreements among competitors. Accordingly, Vendor hereby represents and warrants that it does not intend to and will not use the Portal to violate any provision of the Saudi law and will not knowingly act as a conduit or intermediary for price-fixing or any other anti-competitive agreement among competitors.

11. Intellectual and Informational Property; Ownership

"Vendor Information" shall include any information the Vendor submits to the Portal, or provides to MARAFIQ, including without limitation, all information provided in the registration, listing, or buying and selling processes. Vendor information includes contact information and Transactional Data as further described in the Privacy and Confidentiality Policy. Vendor retains sole ownership of their information. "The MARAFIQ Information" includes, without limitation, all data, reports, analysis, and performance results, developed or derived in connection with the operation of the Portal. The Vendor will have no ownership interest in or right of access to the MARAFIQ Information.

So that MARAFIQ does not violate any rights the Vendor has in its Vendor Information, the Vendor hereby grants to MARAFIQ a non-exclusive, worldwide, perpetual, irrevocable, royalty-free, sub-licensable (through multiple tiers) right to reproduce, transmit, distribute, and publicly display such information, and create derivative works from such information, in connection with the operation of the website, and the MARAFIQ's marketing, publicity and advertisement thereof in any form and media now known or currently unknown. Vendor Information will be used in accordance with the then-current Privacy and Confidentiality Policy, incorporated herein by reference. MARAFIQ may refer to any Organization as a User of the System in sales presentations, marketing presentations and marketing activities.

The website and all such Intellectual Property Rights included therein (including but not limited to copyrights, trademarks and service marks), are owned or licensed by, and all such rights, title and interest therein shall remain the property of the Service Provider. Certain trademarks and content are licensed from third parties and all such third party trademarks and content, and all intellectual property rights related thereto, belong to the

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respective third parties. The Vendor shall not infringe or remove any copyright, trademark or other intellectual property or proprietary notice or legend contained on the website or its content.

12. System Integrity

The Vendor hereby agrees not to tamper in any way with the software or functionality of the website. Without limiting the foregoing, the Vendor agrees not to put any computer programs, information or data into the Portal which contains any viruses, time bombs, trojan horses, worms, cancelbots or other computer programming routines that may damage, interfere with, intercept or expropriate any system, data or information.

13. Confidentiality

The Vendor is responsible for implementing sufficient firewalls, protections, procedures and checkpoints to satisfy their particular requirements for the protection of their systems and/or accuracy of data input and output, and for maintaining a means external to MARAFIQ for the reconstruction of lost data. The Vendor agrees not to disclose any other Vendor's Information including, without limitation, all information provided during the buying and selling processes. The Vendor agrees not to invade another Vendor's privacy, including, but not limited to, the breach or attempted breach of the security of another's computer, software or data. Use or distribution of tools designed for compromising privacy or security is strictly prohibited.

14. License

Subject to the Terms and Conditions, MARAFIQ hereby grants the Vendor a non-transferable, non-exclusive, non-sub-licensable license to use the System and the user interface for viewing and otherwise using the website and its services in accordance with the Terms and Conditions, and for no other purpose. All rights, title and interest in and to the software, user interface and content made available from, on or through this website shall belong to MARAFIQ including all modifications thereof and enhancements thereto. The software and user interface made available from, on or through this Portal may not be copied, modified or distributed by the Vendor, nor may derivative works be prepared therefrom. The license granted pursuant to the Terms and Conditions is solely for the internal use of the Vendor and may not be used for any time sharing or service bureau purposes outside of the Vendor's organization. The Vendor shall not reverse engineer,

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decompile, or otherwise translate, in any way, the software and user interface made available from, on or through this website. The Vendor shall have no right or claim of right to the software or any unique ideas found on this website. No ownership rights are granted to the Vendor hereunder and no title is transferred hereby.

15. Our Relationship

The Vendor and MARAFIQ are independent contractors, and no agency, partnership, joint venture, employee-employer or franchisor-franchisee relationship is intended or created by this Usage Agreement, or the Terms and Conditions.

16. Termination

In its sole discretion, MARAFIQ may restrict or terminate the Vendor's usage of the Portal products or services, postings, or current bids immediately if the said Vendor breaches any of the Terms and Conditions, or if MARAFIQ is unable to verify or authenticate any information provided by the Vendor. In its sole discretion, MARAFIQ can enforce this provision against individual employee-User/Users of the Vendor, or the Vendor itself. The Vendor may terminate its User ID and password at any time. Notice of termination must be provided in accordance with the requirements set forth in Section 17. The Vendor agrees that, upon termination of this Usage Agreement, said Merchant will honor all outstanding transactions and pending transactions.

17. Statute of Limitations

The Vendor agrees that regardless of any statute or law to the contrary, any claim or cause of action arising out of or related to the use of the Portal or the Portal or these Terms and Conditions must be filed within one (1) year after such claim or cause of action arose or be forever barred.

18. Settlement of Dispute

Any controversy or claim arising out of or relating to the Terms and Conditions, including, without limitation, this Usage Agreement, the parties together shall make good faith efforts to resolve such dispute or claim by whatever means they deem appropriate including conciliation and seeking the assistance of technical, accounting or other experts. Any

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dispute or claim, which the parties are unable to resolve within a reasonable time after such efforts shall be referred to the appropriate Court of Law in the Kingdom of Saudi Arabia for final determination, and Vendor hereby consents to the exclusive jurisdiction of the Court of Law in the Kingdom of Saudi Arabia for the purpose of final determination of any such dispute or claim arising hereunder.

Notwithstanding any such controversy, protest, dispute claims, settlement effort or court proceedings relating directly or indirectly to the execution of a Purchase Order or Contract at all times, Vendor shall proceed with the performance of the Work in accordance with the determination, instructions and clarification of MARAFIQ.

19. Notices

Except as explicitly stated otherwise or required by law, the Vendor shall provide any notices to MARAFIQ by courier or postal mail to MARAFIQ Head Office, Street 118, Jubail Industrial City 31961, Saudi Arabia and MARAFIQ shall provide any notices to the Vendor at the email and/or courier/postal address that the Vendor provides to MARAFIQ at registration, or such other address as either party shall specify in a notification in accordance with this section.

Email notices shall be deemed given one (1) working day after the email is sent, unless the sending party receives notice that the address is invalid or the email has otherwise failed to reach the destination email address within such period. Postal/Courier Notices shall be deemed given upon delivery to the receiving party.

20. Governing law

This Usage Agreement and the relationship between the Vendor and MARAFIQ, unless otherwise stated in a separate agreement between the Vendor and MARAFIQ, shall be governed by and construed in accordance with the laws of the Kingdom of Saudi Arabia. MARAFIQ makes no representation that material on the Portal is appropriate or available for use in other locations, or that the contents comply with local law. Those who choose to access this Portal from other locations do so on their own initiative, risk and are responsible for compliance with local laws.

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21. Indemnification

Without limiting the generality or effect of other provisions of this Usage Agreement, as a condition of use, the Vendor agrees to indemnify, hold harmless, and defend MARAFIQ and its parents, subsidiaries, affiliates, suppliers and their officers, directors, affiliates, sub-contractors acting in their capacity of providing services to MARAFIQ, consultants, agents and employees (collectively, "Indemnified Parties" and each, individually, an "Indemnified Party") against all costs, expenses, liabilities and damages incurred by any Indemnified Party in connection with any third party claims arising out of (a) such Vendor's usage hereunder and/or engagement in transactions on the Portal, including, but not limited to, failure of any Products to meet specifications or breach of warranty, (b) such Vendor's failure to comply with any applicable laws and regulations (including without limitation those regarding the export/import of Products or technology) or to obtain any licenses, permits or approvals from the appropriate government agencies necessary to purchase or sell the subject goods and services, (c) such Vendor's breach of any of its obligations set forth in the Terms and Conditions; and (d) infringement claims asserted against MARAFIQ based on its use of Vendor's intellectual and informational property; and (e) such Vendor's agreements or transactions with Third Party Providers. The Vendor shall not settle any such claim without the written consent of the applicable Indemnified Party, which such consent shall not be unreasonably withheld.

22. Limitation of liability

In no event shall MARAFIQ, nor any officer, affiliate, director, shareholder, agent, contractor, sub-contractor (including without limitation technology providers and suppliers) acting in its capacity of providing services to the service provider, or employee be liable to the Vendor or any third party for any direct, indirect, incidental, special, punitive, or consequential damages, or lost profits, earnings, or business opportunities, or expenses or costs, even if advised of the possibility thereof, resulting directly or indirectly from, or otherwise arising (however arising, including negligence) out of the use of the portal by the Vendor, including, but not limited to, damages resulting from or arising out of such user's reliance on the portal, or the mistakes, omissions, interruptions, errors, defects, delays in operation, non-deliveries, misdeliveries, transmissions, eavesdropping by third parties, or any failure of performance of the portal; any agreement entered into between the Vendor and any third party (or the negotiations or discussions conducted in anticipation of any such agreement); the termination or suspension of Vendor’s user id and password by MARAFIQ pursuant to the Terms and Conditions; the failure, or alleged failure, of any product or service purchased or transferred pursuant to the portal to conform to any specifications or terms, whether published on the portal or not; the breach, or alleged breach, of any warranty, express or implied, relating to any such product, service or

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shipment; or government restrictions, strikes, war, any natural disaster or force majeure, or any other condition beyond MARAFIQ's reasonable control.

23. Miscellaneous Provisions

These Terms and Conditions constitute the entire agreement and understanding between the parties with respect to the Vendor's use of the Portal, and supersede and replace any and all prior written or verbal agreements. Headings are for reference only. A party's failure to insist upon or enforce strict performance of any provision of the Terms and Conditions shall not be construed as a waiver of any provision or right. Neither the course of conduct between the Vendor and MARAFIQ nor trade practice shall act to modify any provision of the Terms and Conditions. If any particular provision of the Terms and Conditions is held to be invalid or unenforceable, such determination shall not affect any other provision of the Terms and Conditions which shall remain in full force and effect. In addition, if any provision contained in the Terms and Conditions shall for any reason be held to be excessively broad as to activity or subject, it shall be construed by limiting and reducing it, so as to be enforceable to the extent compatible with applicable law. These Terms and Conditions may not be assigned or transferred to third parties by the Vendor without prior written permission from MARAFIQ. The Vendor shall not be construed to be a third party beneficiary of any agreement between MARAFIQ and any other supplier to MARAFIQ.

24. Copyright and Trademark Notices

The entire contents of the Portal are copyrighted under applicable copyright laws. MARAFIQ or its licensors are the exclusive owners of the copyrights.

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PRIVACY AND CONFIDENTIALITY POLICY

MARAFIQ has a strong commitment to your privacy and the confidentiality of the information we collect. MARAFIQ provides this Privacy and Confidentiality Policy ("Policy") for the benefit of all of its visitors and Vendor who will use the Portal. If you have any questions or concerns regarding MARAFIQ's information practices, or this Policy, please contact the Procurement and Contracts Department of MARAFIQ.

This Policy and the Usage Agreement govern your use of the Portal and participation in the Portal, and, together, constitute the "Terms and Conditions. By "ticking Yes" on the Usage Agreement and Data Privacy Statement, the Vendor accepts and is legally bound by the Terms and Conditions.

Contact Information

Only your company authorized representatives can be created in our system. Authorized representatives shall be empowered by your company owner(s) or executive(s) by submitting the "**COMPANY AUTHORIZED REPRESENTATIVES"** duly signed, stamped and authenticated by Chamber of Commerce. When the "Vendor Admin" user sign-up to create its own access and the access of other authorized representatives as listed in the certification of "Company Authorized Representatives", contact information that identifies all authorized representatives along with their designated roles and responsibilities are required to be entered to our system enabling timely and efficient conduct of communications and transactions. MARAFIQ Procurement staff may provide your Contact Information to its Business Units in the company who might be of interest to your company's services or inquire about specific capabilities, support some technical studies or for budgetary information .MARAFIQ may disclose aggregate information about our Vendors with industry leaders in the region, advertisers, business partners, sponsors, and other third parties.

MARAFIQ has implemented technical, environmental, and administrative measures to protect against the loss, misuse and alteration of all information under its control.

Transactional Data

MARAFIQ will collect data from your interaction with the portal and your use of the portal's services ("Transactional Data"). MARAFIQ will maintain such Transactional Data in strict

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confidence and with complete security and may make limited use of the consistent with the Usage Agreement. MARAFIQ will not disclose organization-specific Transactional Data. Transactional Data will only be disclosed in aggregate form, without any information that would directly or indirectly reveal the identity of an individual firm. MARAFIQ may disclose only historical Transactional Data that any such disclosure will not threaten to reveal competitively sensitive information or provide the opportunity for anti-competitive behavior.

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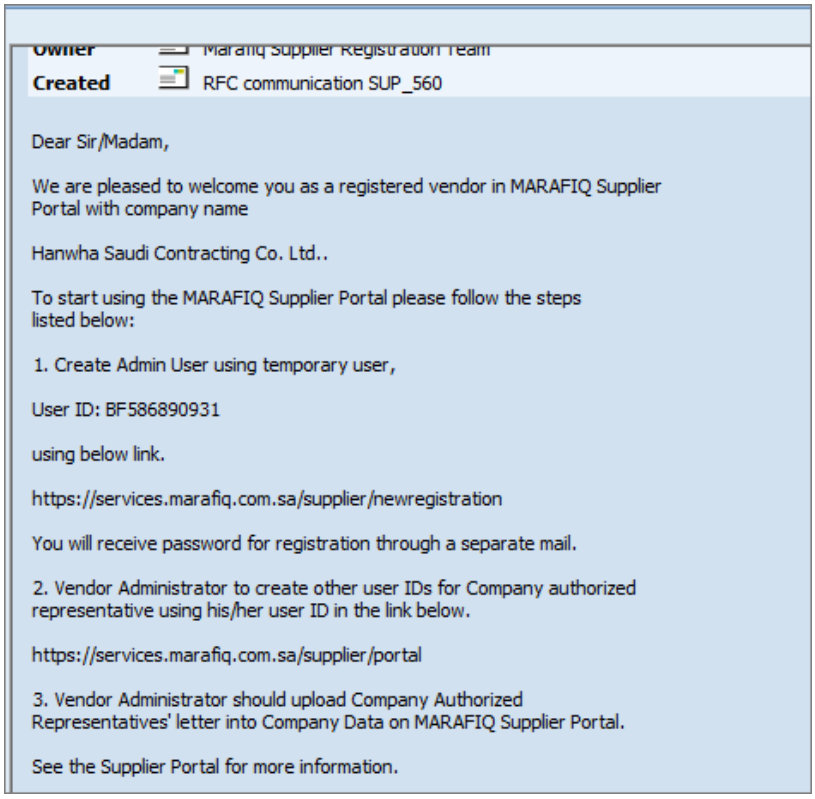
4. PROCESS STEPS

4.1 Registering Using User ID and Password

4.1.1 Supplier Receives User ID and Password

MARAFIQ system sends Temporary User ID and Password to supplier on their registered email IDs.

This User ID and Password can be used only once.


Owner
Marafiq Supplier Registration Team
Created
RFC communication SUP_560
Dear Sir/Madam,
We are pleased to welcome you as a registered vendor in MARAFIQ Supplier Portal with company name
Hanwha Saudi Contracting Co. Ltd..
To start using the MARAFIQ Supplier Portal please follow the steps listed below:
1. Create Admin User using temporary user,
User ID: BF586890931
using below link.
https://services.marafiq.com.sa/supplier/newregistration
You will receive password for registration through a separate mail.
2. Vendor Administrator to create other user IDs for Company authorized representative using his/her user ID in the link below.
https://services.marafiq.com.sa/supplier/portal
3. Vendor Administrator should upload Company Authorized Representatives' letter into Company Data on MARAFIQ Supplier Portal.
See the Supplier Portal for more information.

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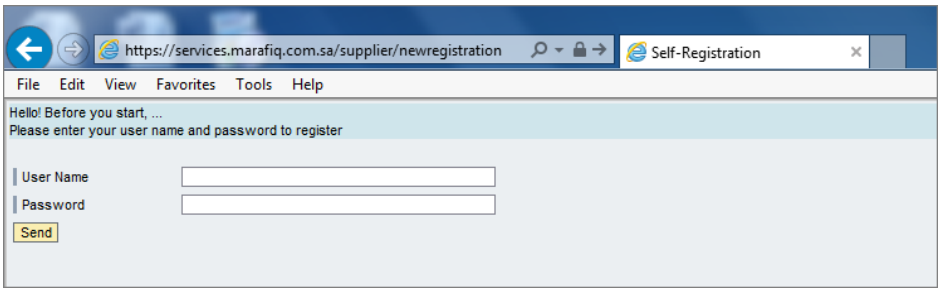
4.1.2 Launch registration URL

Click: https://services.marafiq.com.sa/supplier/newregistration



Enter User Name and Password sent by Marafiq and click **'SEND'**

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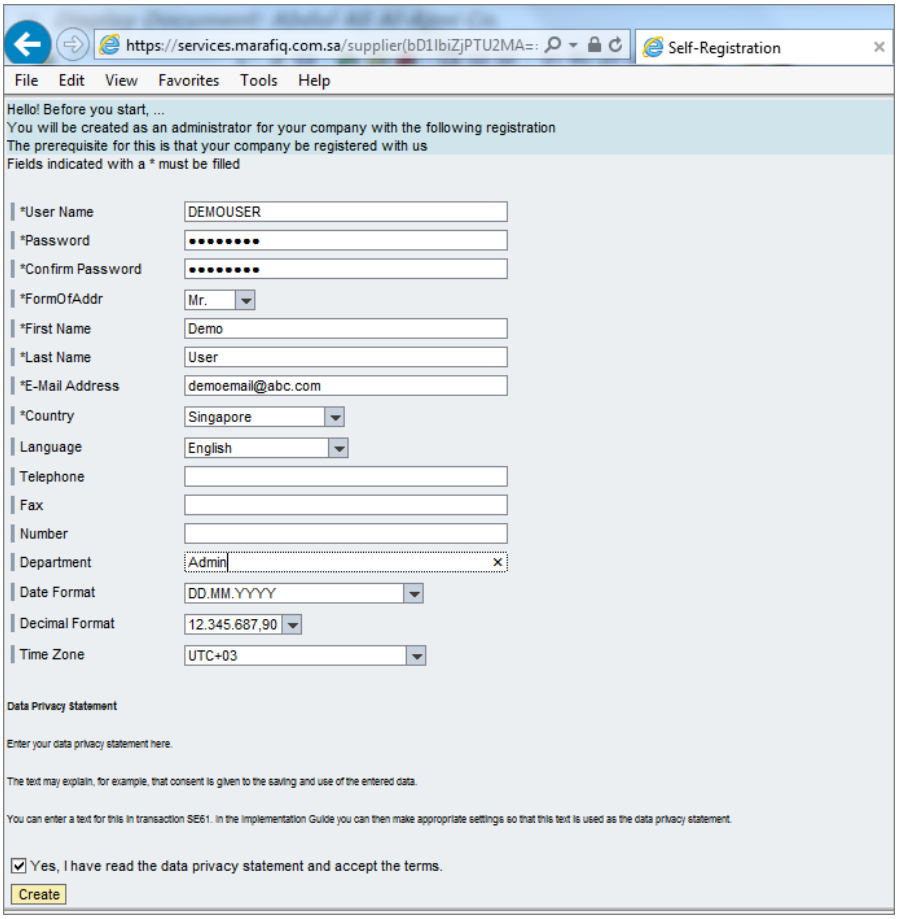
4.1.3 Supplier Creates Admin User

Enter all mandatory details. UserID should be unique.

Click **'CREATE'** after all details are entered.


https://services.marafiq.com.sa/supplier(bD1lbiZjPTU2MA==
Self-Registration
File Edit View Favorites Tools Help
Hello! Before you start, ...
You will be created as an administrator for your company with the following registration
The prerequisite for this is that your company be registered with us
Fields indicated with a * must be filled
*User Name DEMOUSER
*Password
*Confirm Password
*FormOfAddr Mr.
*First Name Demo
*Last Name User
*E-Mail Address demoemail@abc.com
*Country Singapore
Language English
Telephone
Fax
Number
Department Admin
Date Format DD.MM.YYYY
Decimal Format 12.345.687,90
Time Zone UTC+03
Data Privacy Statement
Enter your data privacy statement here.
The text may explain, for example, that consent is given to the saving and use of the entered data.
You can enter a text for this in transaction SE61. In the Implementation Guide you can then make appropriate settings so that this text is used as the data privacy statement.
Yes, I have read the data privacy statement and accept the terms.
Create

Admin User is created.

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4.2 Creating Additional Business Users

4.2.1 Launch URL of Marafiq Supplier Portal

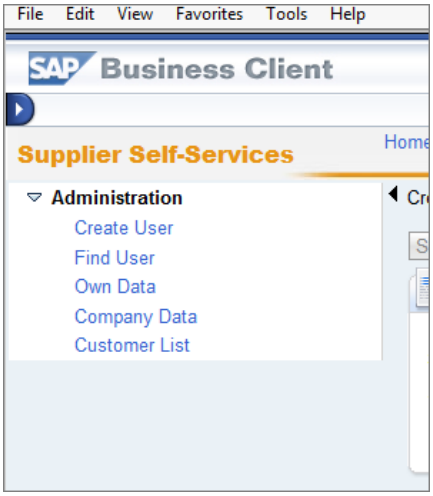
Click: https://services.marafiq.com.sa/supplier/portal

Enter Admin User ID and Password create in Step 3.1.3

System may ask you to reset password for first time login.

Create new password, if prompted by system.

Following page will be displayed to Admin User. Only Admin User has access to the page shown below.



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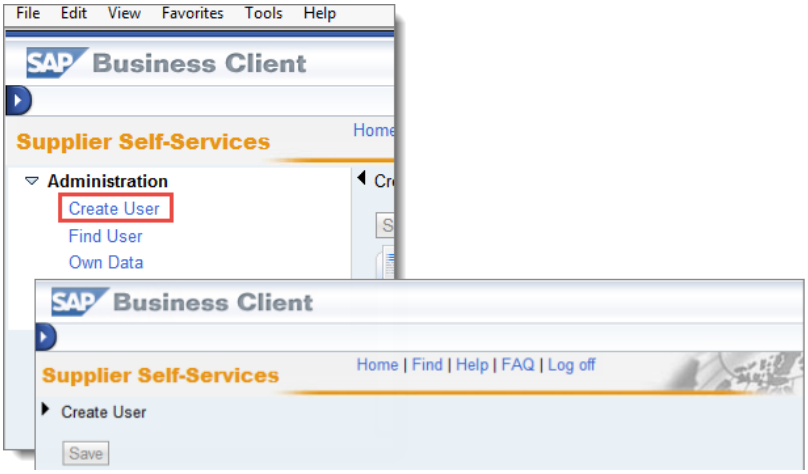
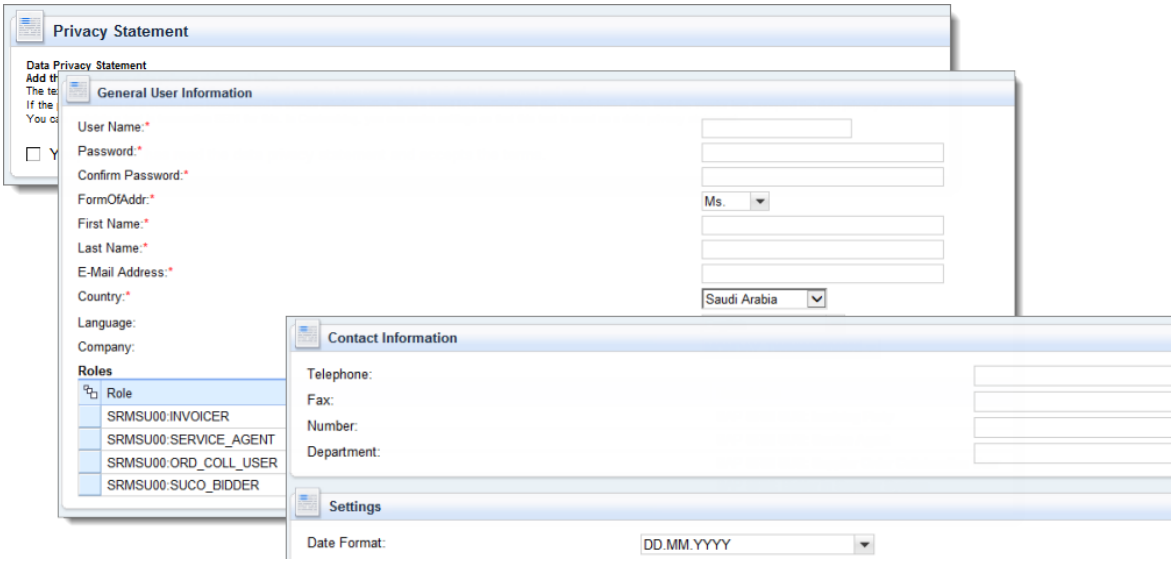
4.2.2 Admin User Creates Additional User

Click **'CREATE USER'**



Enter details for the user to be created.



Role selection:

Select 'INVOICER' role if user being created is acting as an Invoicer

Select 'SERVICE AGENT' role if user being created is likely to submit confirmation for services or ASN (Advance Shipping Notification)

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Select 'ORDER COLL USER' role if user being created is likely to carry out activities related to Purchase Order

Select 'BIDDER' role if user is going to act as bidder for tendering events published by Marafiq.

Admin user can also select combination of roles for a particular user.

Click **'SAVE'** after all details are entered.

New user is now created.

This new user can login using UserID and Password assigned by Admin user at following URL.

https://services.marafiq.com.sa/supplier/portal

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4.3 Editing Company Information

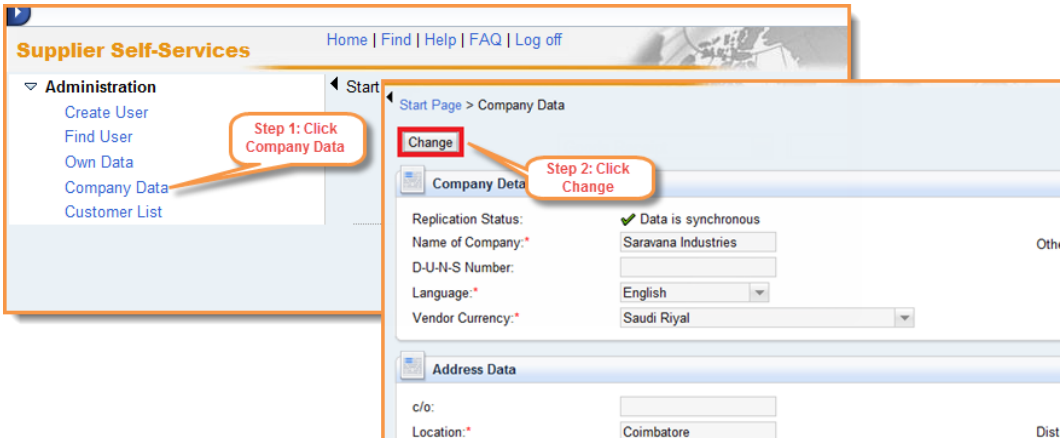
4.3.1 Admin User Changes Existing Company Information

Admin User Login to Marafiq Supplier Portal

https://services.marafiq.com.sa/supplier/portal

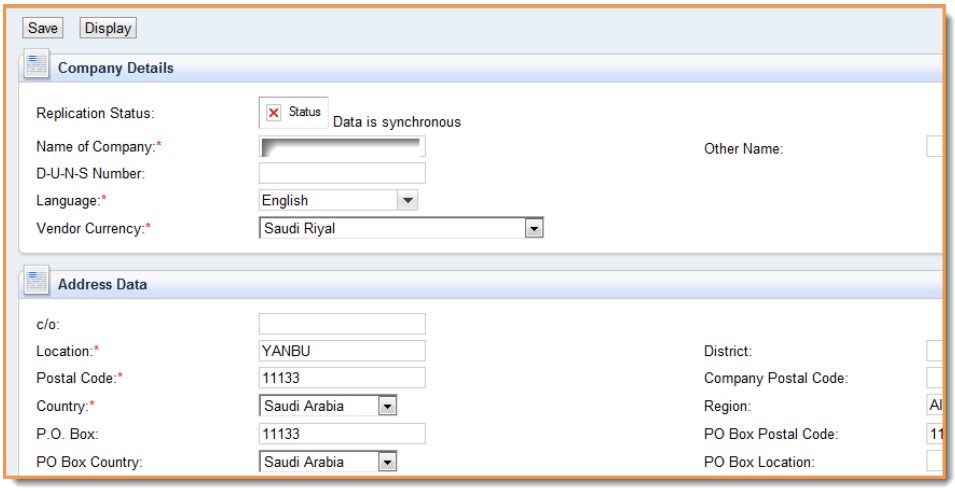
Click **'COMPANY DATA'**

Click on **'CHANGE'**



Update Company Information.

Upload Company Authorization Letter for approved authorized user.



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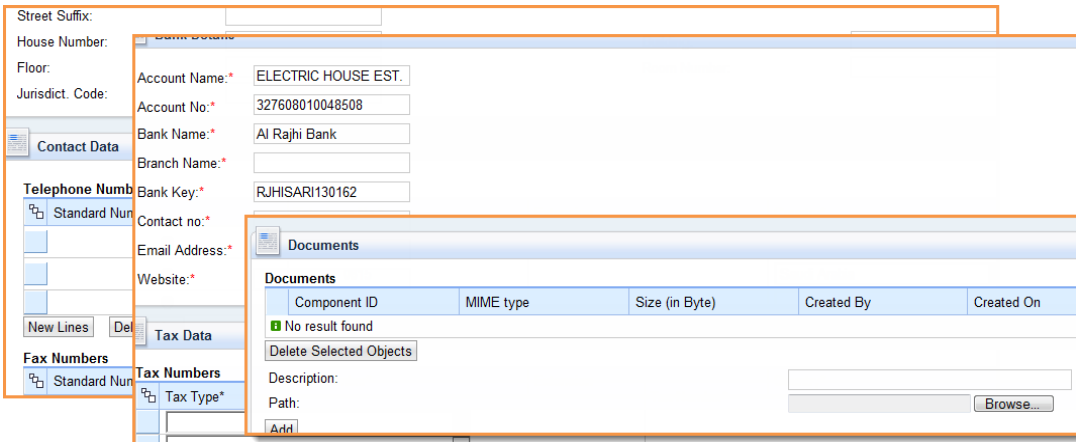
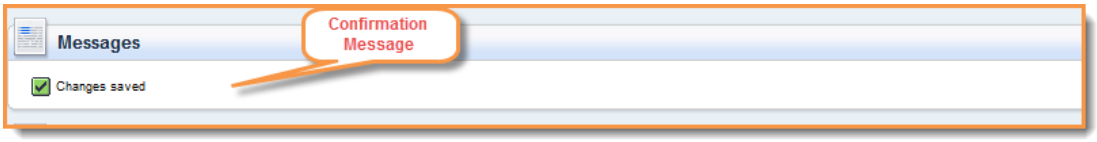
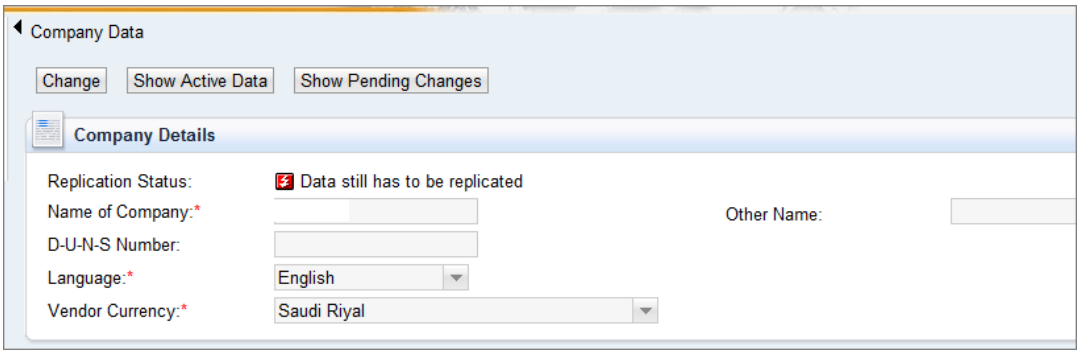


Click **'SAVE'.** Confirmation message, 'Changes Saved' will be displayed



Once saved the status shown is "**DATA STILL HAS TO BE REPLICATED**"



Once changed to company data is approved by MARAFIQ, replication status of information will be **'DATA IS SYNCHRONOUS'**

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4.4 Responding to Published Tendering Events (RFx)

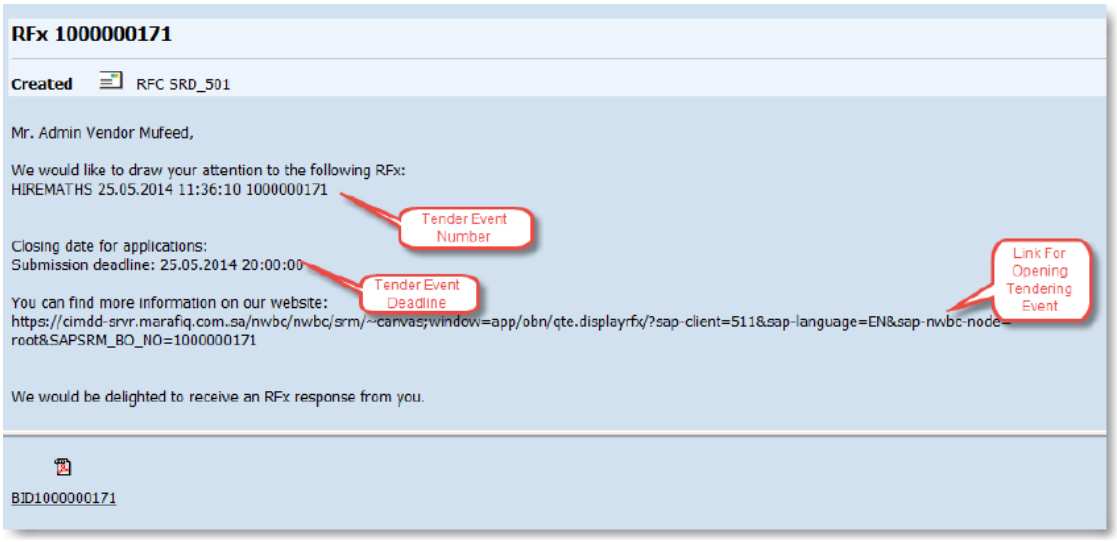
4.4.1 Published Tendering Event (RFx) Email Notification

Users of supplier, who has been added as bidder in the RFx event published by Marafiq will receive an Email notification for the RFx event.

It is mandatory for this user to have bidder role in the portal system, to response to RFx event and submit a quote.

Bidder who receives email notification can either login to Marafiq Supplier Portal using the URL provided in the Email or can login using following URL

https://services.marafiq.com.sa/supplier/portal


RFx 1000000171
Created
RFC SRD_501
Mr. Admin Vendor Mufeed,
We would like to draw your attention to the following RFx:
HIREMATHS 25.05.2014 11:36:10 1000000171
Tender Event Number
Closing date for applications:
Submission deadline: 25.05.2014 20:00:00
Tender Event Deadline
You can find more information on our website:
https://cimdd-srvr.marafiq.com.sa/nwbc/nwbc/srm/~canvas;window=app/obn/qte.displayrfx/?sap-client=511&sap-language=EN&sap-nwbc-node=root&SAPSRM_BO_NO=1000000171
Link For Opening Tendering Event
We would be delighted to receive an RFx response from you.
BID1000000171

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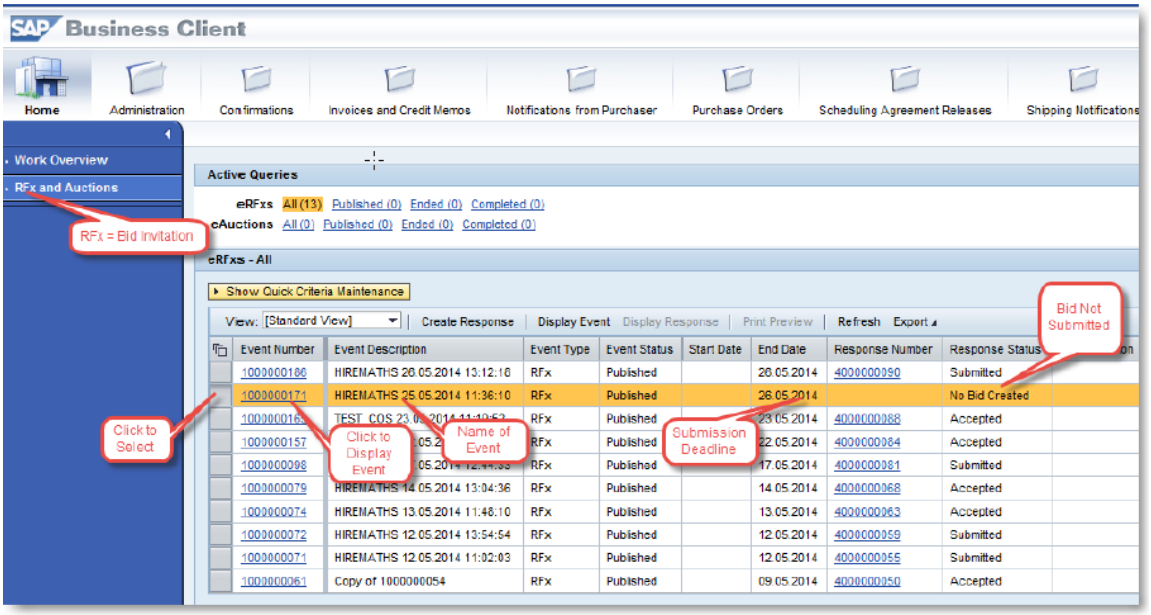
4.4.2 Displaying Published RFx

Bidder has to login into Marafiq Supplier Portal.

Click on **'RFx and Auction'**

Click on **'eRFX - All'.** Bidder can now see all the RFx events where Marafiq has considered Bidder's company eligible to bid for the event.

Bidder can also use **'eRFx-Published'** to filter only published events.



Once RFx Event Number is identified, bidder opens RFx event by clicking on RFx number or by selecting line and then click on **'DISPLAY EVENT'**

Response Status column shows whether bidder has 'Submitted' or 'No Bid Created' for any particular RFx event.

Response Status 'Accepted' or 'Rejected' shows final acceptance of RFx response

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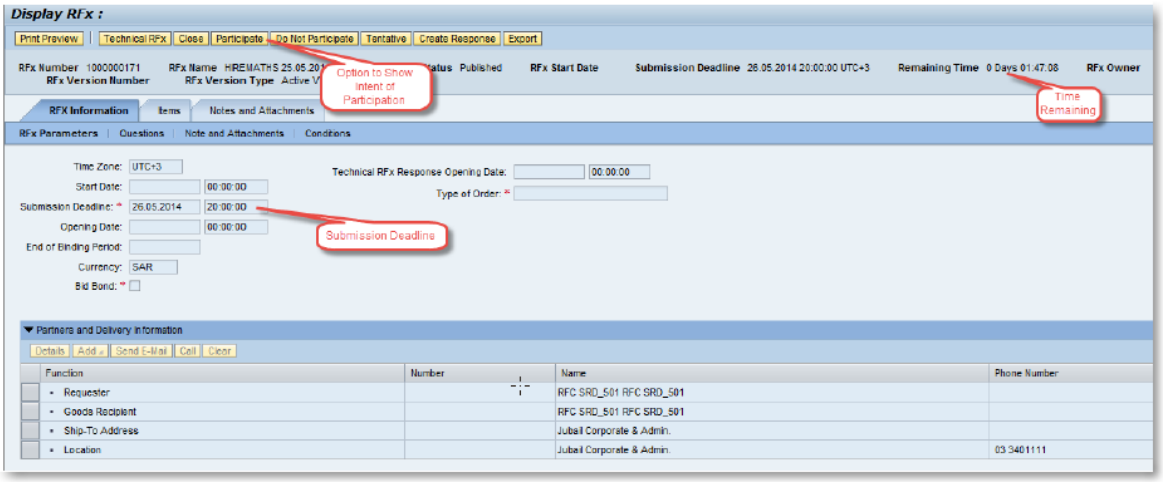
4.4.2.1 'DISPLAY RFx' Information



<u>RFx Information:</u>

RFx Parameters:

Start Date: Date from which RFx event will be available to respond

Submission Deadline: Date till which bidder can submit a response, edit or withdraw a submitted response

Questions:

Marafiq may need a supplier to respond to some question. These questions may be general questions or specific to an item of RFx.

Notes & Attachments:

Tendering Text, Purchaser Remarks, etc. will be available under this tab.

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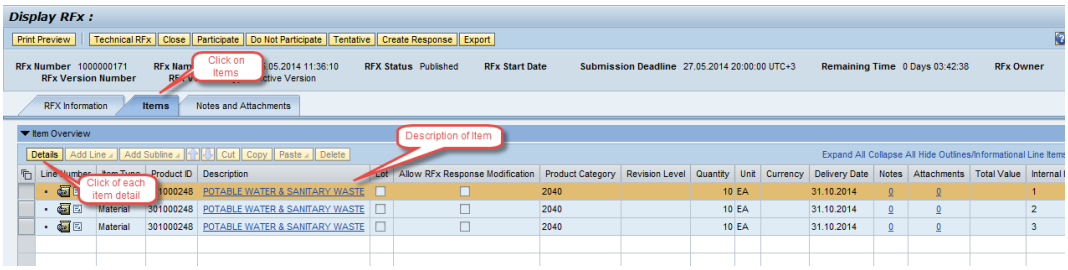
Items

Items tab will have details of all the items of RFx for which a price and technical response has to be submitted by supplier. Item details, Item based questions, notes and attachments, conditions are different tabs available.



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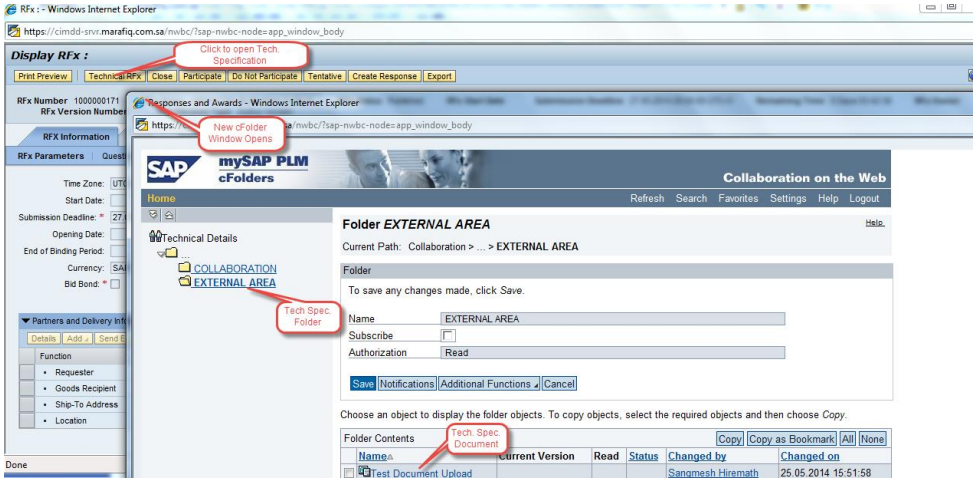
4.4.2.2 Display Technical Bid

Click on button 'TECHNICAL RFx'

cFolder window will be launched and bidder can find 'Technical Specs' in EXTERNAL AREA



4.4.2.3 Show Intent of Participation

Based on the RFx, bidder can decide whether to 'Participate', 'Do Not participate' or keep his decision pending to participate by clicking on 'Tentative'. This action will give information to Marafiq about number of likely participants in a particular bidding event.

Even if bidder does not show intent of participation, he can submit, edit or withdraw his response before submission deadline.

Note: In spite of showing intent of participation, bidder has to submit a valid bid before submission deadline, to be considered for subsequent process. Showing only intent of participation without a valid bid does not qualify a bidder for further consideration.

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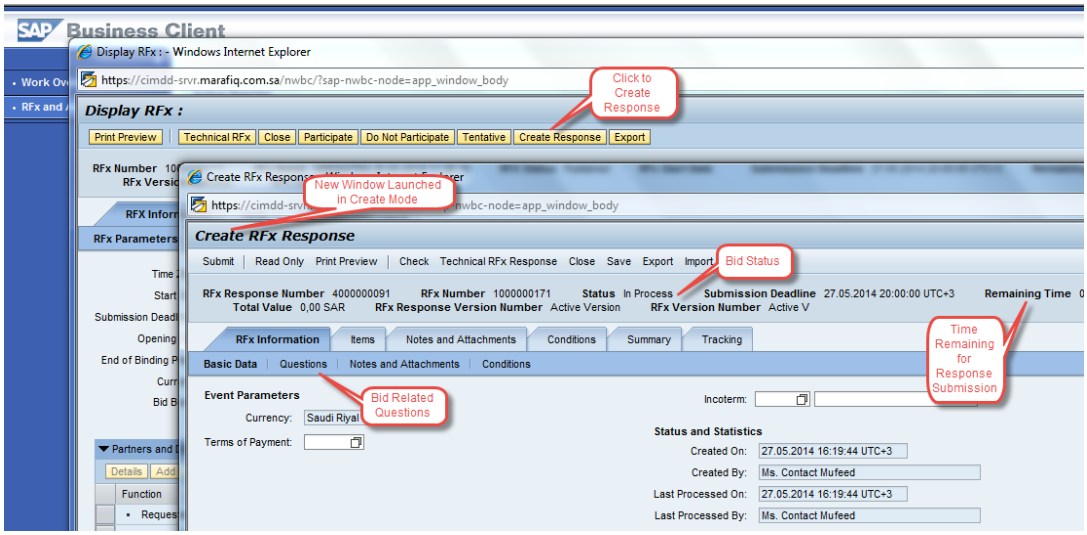
4.4.3 Submitting RFx Response

4.4.3.1 Create RFx Price Response

Bidder click on 'CREATE RESPONSE' to create RFx response



<u>RFx Information</u>

Enter Incoterms with Location

Enter desired 'Payment Term'

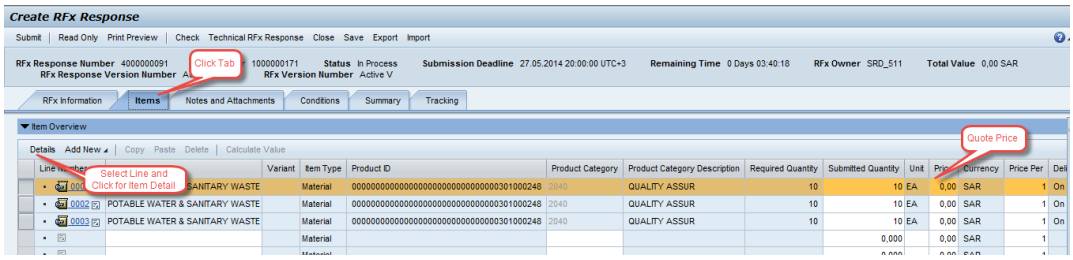
Enter response to Question, if any

Select 'Currency' if option is made available by Marafiq

<u>Items</u>

Enter Price and Bid Quantity to be submitted. This is the price bid for this RFx event

Enter conditions if any at Item Detail level



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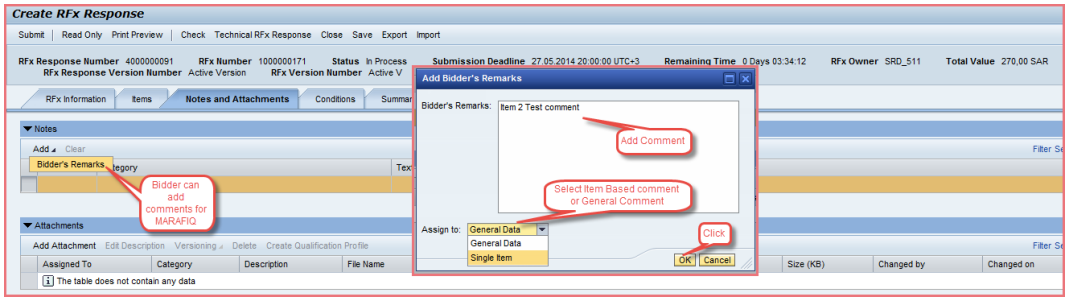
Notes & Attachment

Enter notes to purchaser, item specific notes, if any.



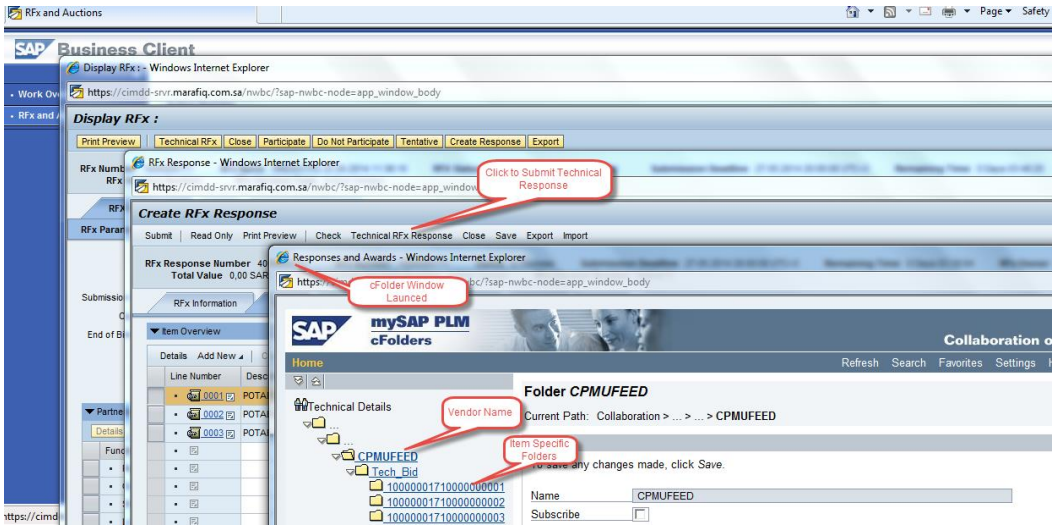
4.4.3.2 Create RFx Technical Response (Technical Proposal)

Bidder click on 'Technical RFx Response'. cFolder area is launched.

Bidder can add attachments here, only if RFx Response being created is in EDIT mode.

Folders specific to Bidder UserID are created. Here bidder can submit is technical proposal. Bidder can submit technical specs, specific to item. Bidder can create folders, add documents and add notes.

Click 'SAVE' after upload of documents, without fail. Without clicking on SAVE, technical proposal may be lost and may not be available to Marafiq buyer after technical opening.



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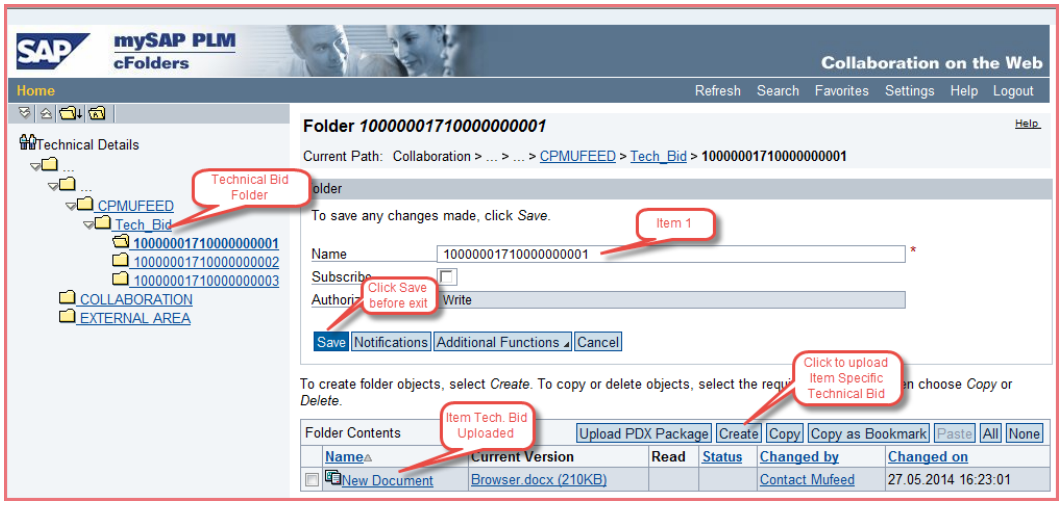

Now bidder has created Technical Proposal and Price bid for the RFx event.

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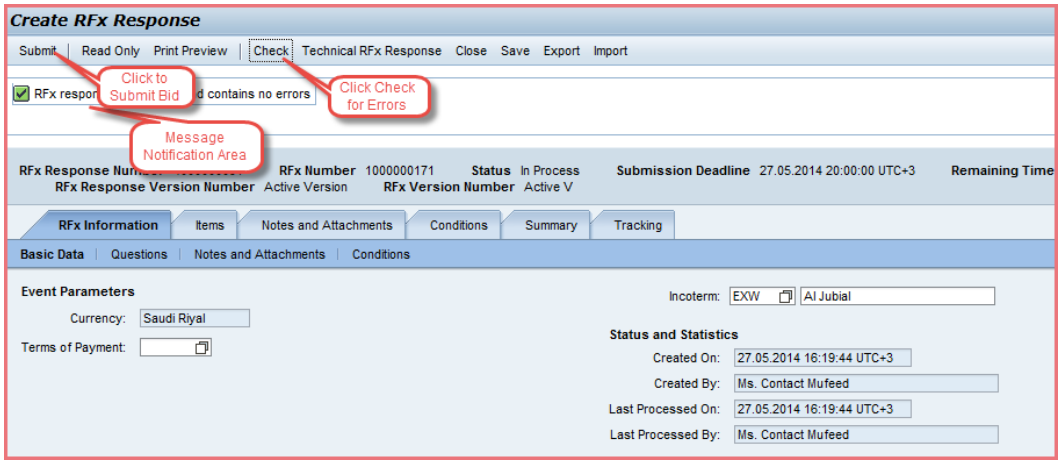
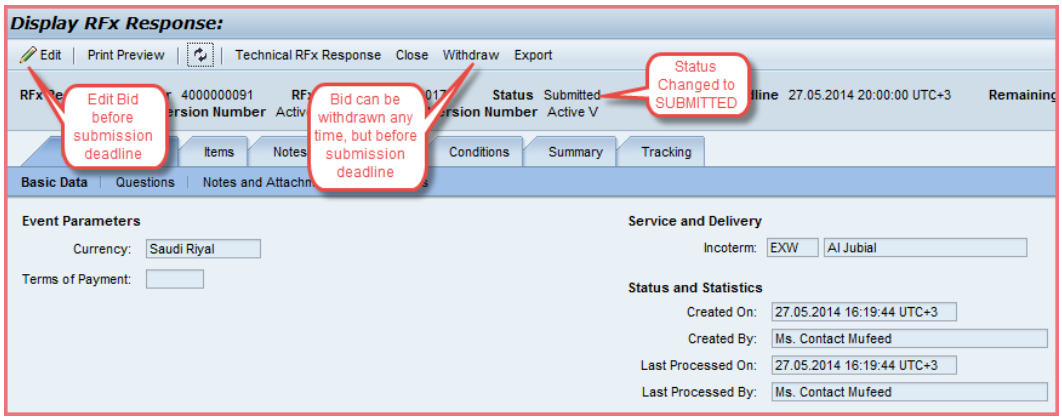
On click of 'SAVE' (on RFx Create Response Screen), response is saved. Bidder can 'EDIT' saved bid and click 'SUBMIT' for final submission as valid bid.

Click 'CHECK' to know if any errors are there.

Click 'WITHDRAW' to withdraw from RFx event and recall submitted RFx response.

RFx Responses in SAVED and WITHDRAWN status will not be considered as valid bid.





Only RFx response with status, 'SUBMITTED' will be considered as a valid bid.

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4.5 Acknowledge and Accept Purchase Orders Online

The system automatically creates a purchase order in Marafiq Supplier Portal when a purchaser enters the purchase order in the procurement system and sends it to Marafiq Supplier Portal System

Supplier can display and edit purchase orders, and Supplier can send purchase order responses to the purchaser. In a purchase order response, supplier can confirm or reject each individual item or all items in the purchase order. Supplier can also create or edit schedule lines.

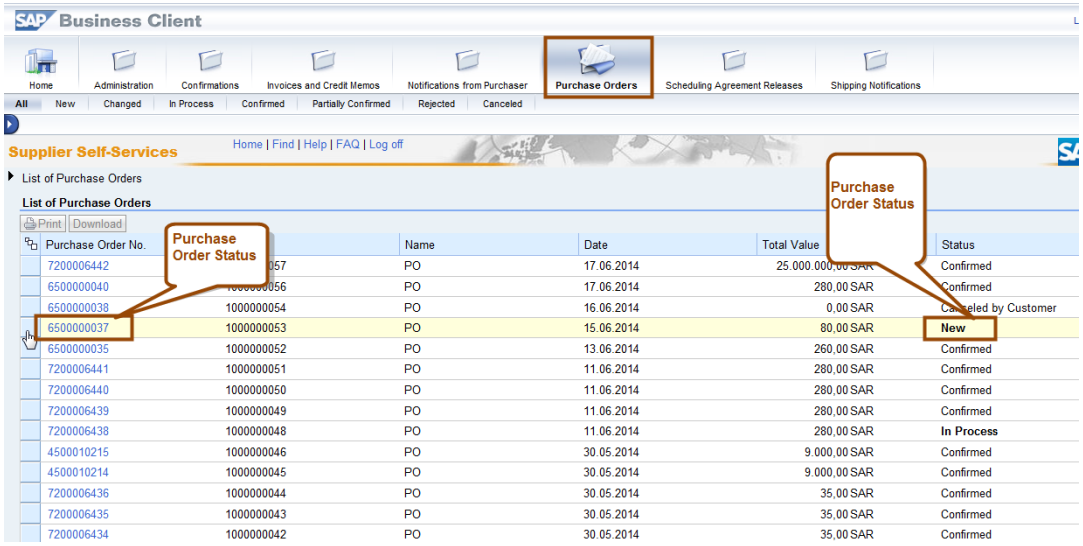
4.5.1 Identify Purchase Order

Suppliers have the following options for selecting purchase orders:

All purchase orders

According to status – New, In Process, Rejected, Confirmed, Partially, Confirmed, Canceled by Customer

With the search function



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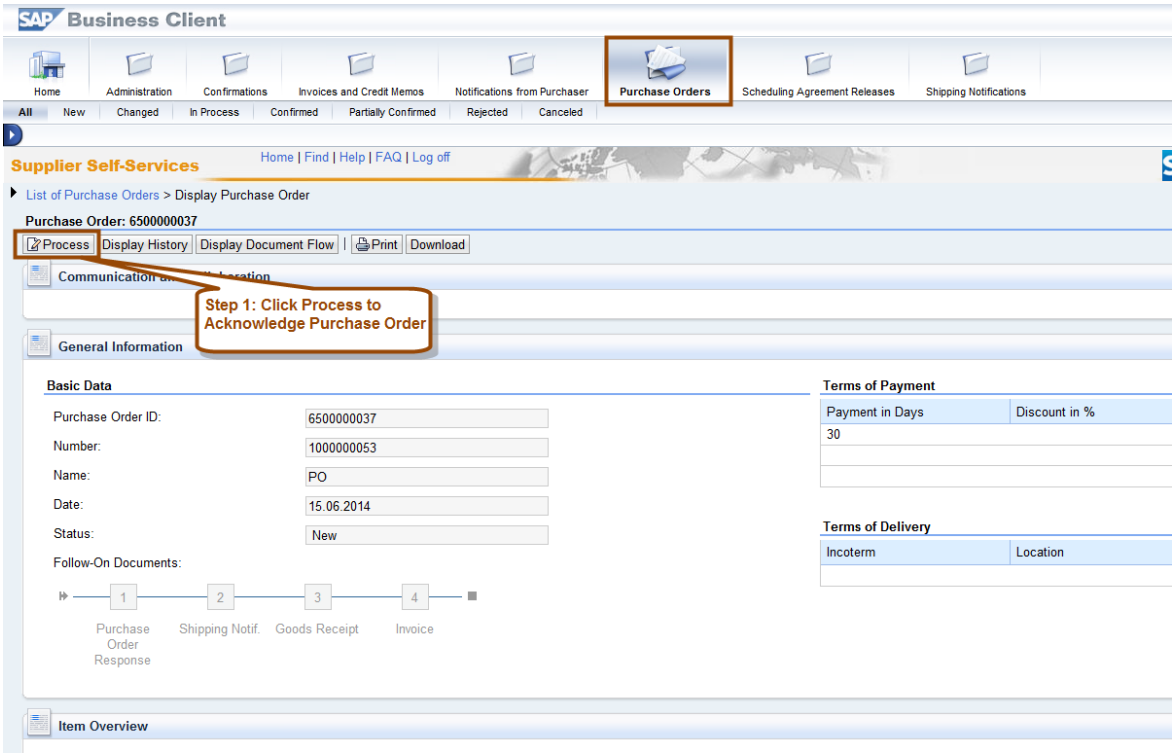
4.5.2 Acknowledge Purchase Order

Supplier opens the PO with status, 'NEW' to process for acknowledgement.

Then click on, 'PROCESS' for the PO



Supplier can change the following purchase order data at **header** level:

Basic Data	
Document Number	You can assign your own document number to the purchase order.
Messages	You can enter messages to the purchaser.

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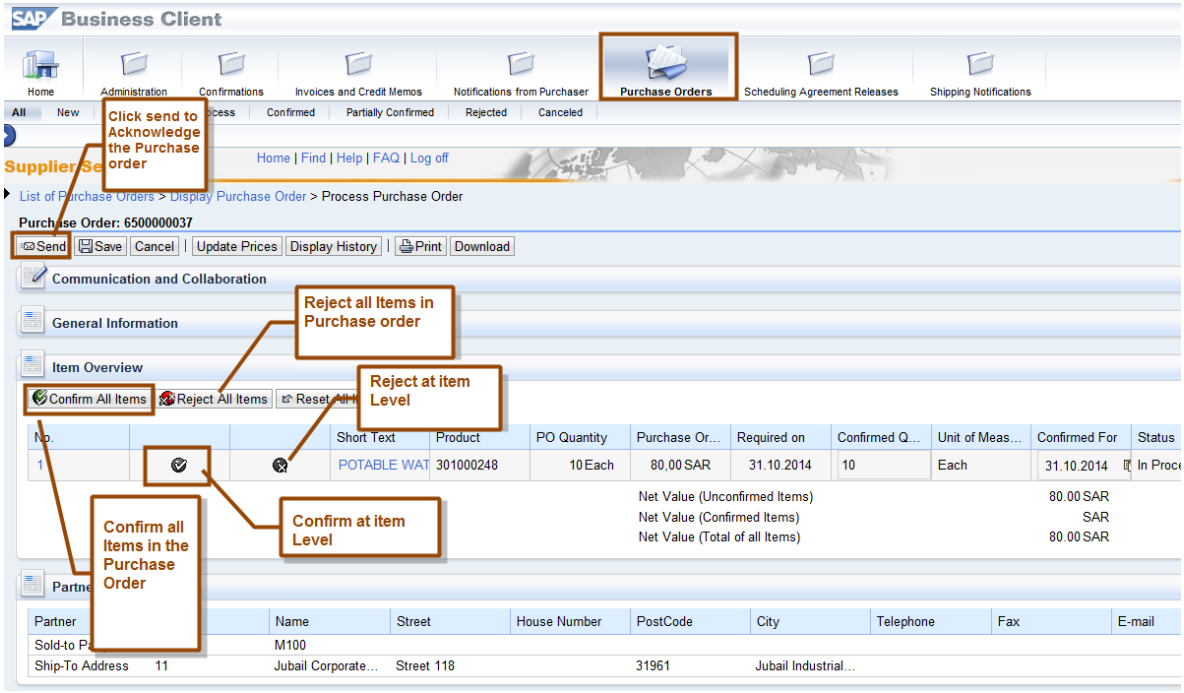
Supplier can change the following purchase order data at **item** level:

Confirmed quantity	You can enter the quantity that you want to confirm in the purchase order response.
Delivery date	You can enter delivery dates for a new schedule line, or you can change an existing schedule line.
Confirmed quantity	You can enter the quantity that you want to confirm separately for each delivery date in the schedule line.
Service performance period (confirmed)	You can change the service performance period requested by the purchaser for delivery of goods or services.
Price	You can change the price and the price unit.
Messages	You can enter messages to the purchaser for each item.



Once PO is acceptable by supplier, confirm items with changes and click ‘SEND’ to inform Marafiq buyer

Acceptance indicator/ rejection indicator is update as per selection made by supplier.

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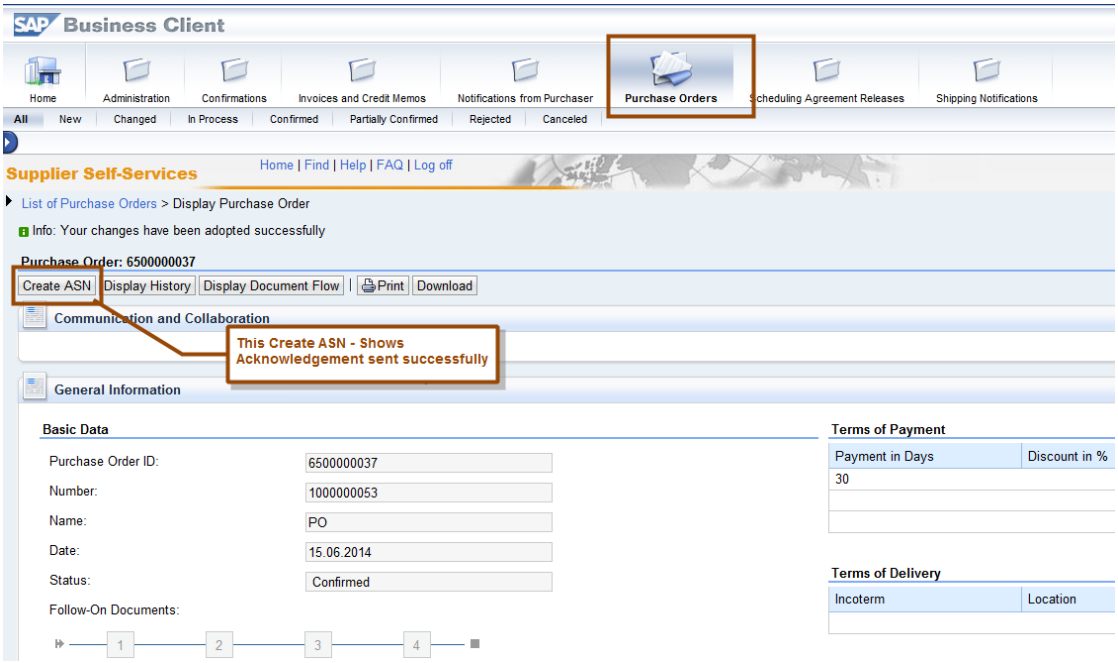
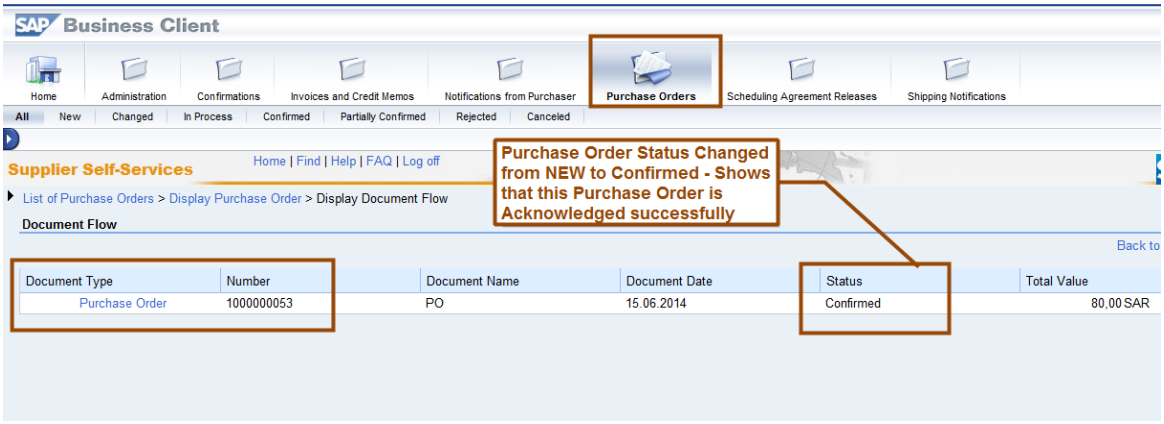
Once acknowledgement is successfully submitted, option to create ASN (Shipping Notification) will be visible.



And, PO status shows as ‘CONFIRMED’



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4.6 Submit Advance Shipping Notifications

Supplier can create ASNs on the basis of a purchase order. The document control settings in the purchase order determine whether or not you can create an ASN for an item. Marafiq use these document control settings to specify which follow-on documents they expect. The SUS system copies all of the items for which a purchaser has specified that he or she expects a confirmation from the purchase order to the ASN.

Supplier has the following options for selecting ASNs:

All ASNs

According to status

With the search function

Status	This means:
In Process	This status is set automatically when you create an ASN.
Sent	This status is set once supplier has delivered the goods and selected Shipped to Customer.

You can change the following ASN data at header level:

Shipping notification (ASN)	You can change the number of the ASN.
Document name	Supplier can change the document name of the ASN.
Delivery date (expected)	Supplier can select the date and time for the expected delivery date of direct materials.
Shipping date, shipping time	Supplier can select the date and time for the actual shipping of direct materials.
Means of transportation	Supplier must enter a means of transportation (such as mesh box pallet, or pick handling units, for example).
Transport ID	Supplier must classify the means of transport (by entering the license plate number of a truck, for example).
Bill of lading	Supplier can enter the description or number of a bill of lading that is sent with the direct materials.

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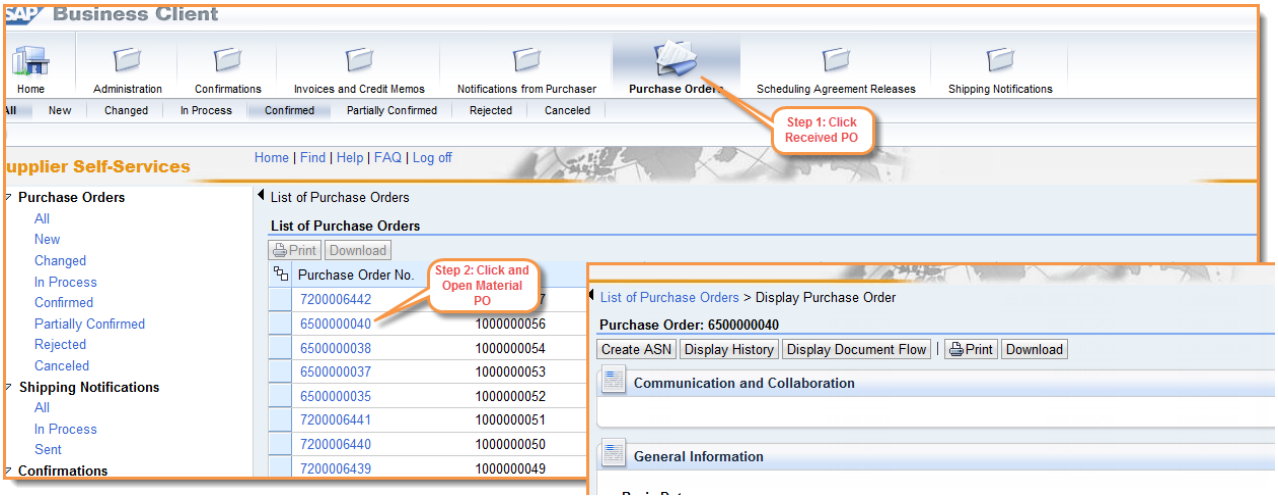
Supplier can change the following ASN data at item level:

Quantity	Supplier can change the quantity if necessary.
Net weight	Supplier can change the net weight of the item.
Gross weight	Supplier can enter the gross weight of the item.
Weight unit	Supplier can enter a weight unit (such as grams or kilograms).
Volume	In the case of products sold by volume, Supplier can change the volume of the item.
Volume unit	Supplier can enter a unit for the volume (such as cubic meters or liters).

Selecting Purchase Order for posting ASN



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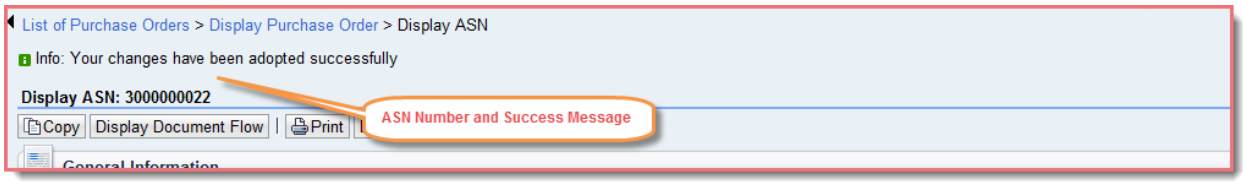
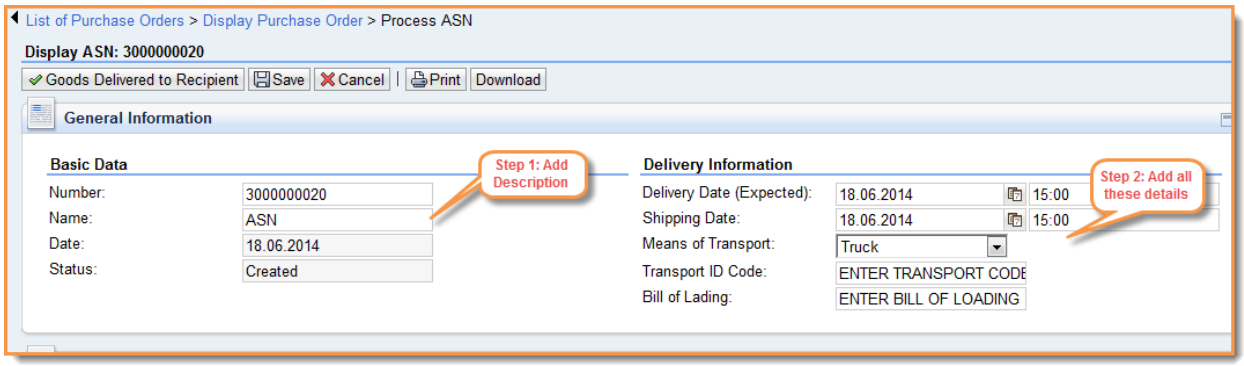
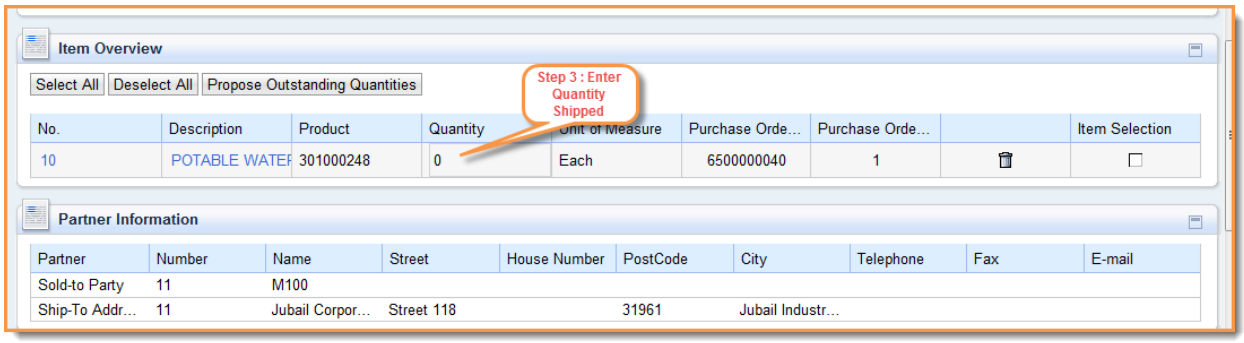
Processing ASN – Shiping Notification


List of Purchase Orders > Display Purchase Order > Display ASN
Info: Your changes have been adopted successfully
Display ASN: 3000000022
Copy
Display Document Flow
Print
ASN Number and Success Message
General Information




Item Overview
Select All
Deselect All
Propose Outstanding Quantities
Step 3 : Enter Quantity Shipped
No. | Description | Product | Quantity | Unit of Measure | Purchase Orde... | Purchase Orde... | Item Selection
10 | POTABLE WATEF | 301000248 | 0 | Each | 6500000040 | 1
Partner Information
Partner | Number | Name | Street | House Number | PostCode | City | Telephone | Fax | E-mail
Sold-to Party | 11 | M100
Ship-To Addr... | 11 | Jubail Corpor... | Street 118 | 31961 | Jubail Industr...

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4.7 Submit Service Confirmation (Confirmation Processing)

This function enables you to create and edit confirmations in *Supplier Self-Services* (SUS), and send them to Marafiq.

Supplier can create confirmations for purchase orders with the statuses *In Process, Changed*, or *Confirmed*. The document control settings in the purchase order determine whether or not supplier can create a confirmation for an item. Purchasers use these document control settings to specify which follow-on documents they expect.

You have the following options for selecting confirmations

All confirmations

According to status

You select confirmations according to status as follows:

Status	This means:
In Process	This status is set automatically when the confirmation is created.
Completion Reported	This status is set after the service provider reports completion of the service to the purchaser by selecting Confirm.
Rejected by Customer	This status is automatically set when the purchaser rejects the confirmation.
Approved by Customer	This status is automatically set when the purchaser accepts the confirmation.

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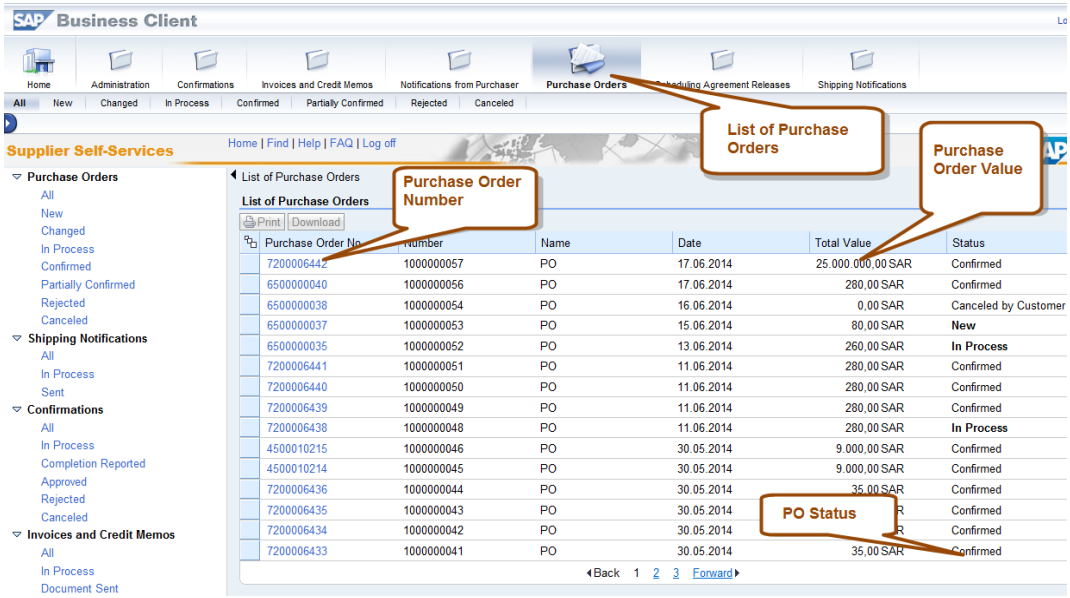

4.7.1 Display and Change Confirmations

Supplier can change the following confirmation data at header level

Confirmation	If necessary, supplier can change the confirmation number.
Document name	Supplier can change the document name.
Messages	Supplier can enter messages to the purchaser.

Supplier can change the following confirmation data at item level:

Product type	Supplier can change the product type in the case of limit items.
Description	Supplier can change the description of the item.
Quantity	Supplier can enter the quantity that you want to confirm.
Unit of measure	Supplier can change the unit of measure in the case of limit items.
Service times	In the case of service items, you can only enter service times that apply to this item.
Price	Supplier can change the price and the price unit.
Messages	Supplier can enter messages to the purchaser for each item.

Image 3.7.1-1: Supplier clicks “Create Confirmation”. PO status shown is ‘Confirmed’

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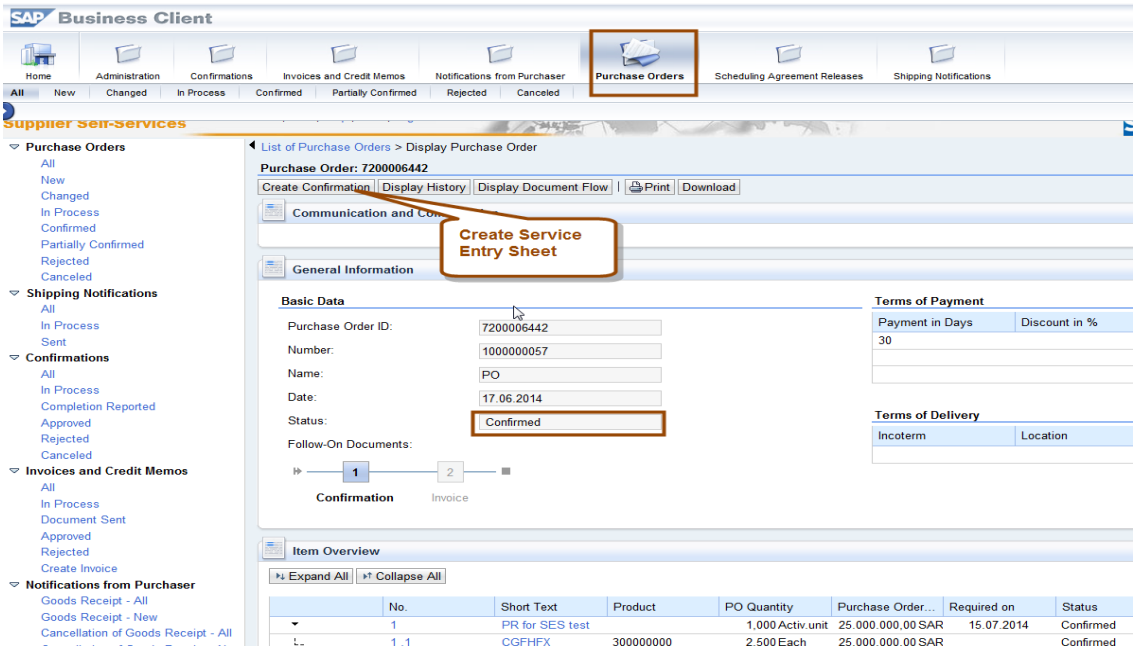

Image 3.7.1-2: Supplier enter details and clicks ‘CONFIRM’

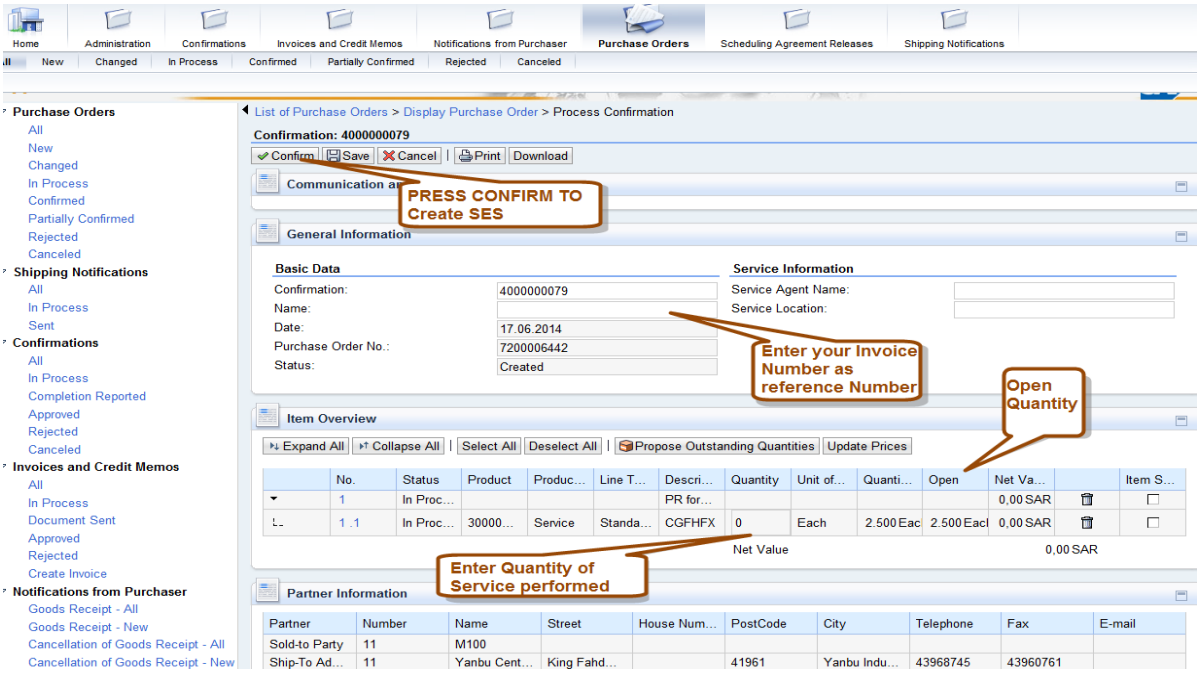

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Image 3.7.1-3: Service Confirmation Created

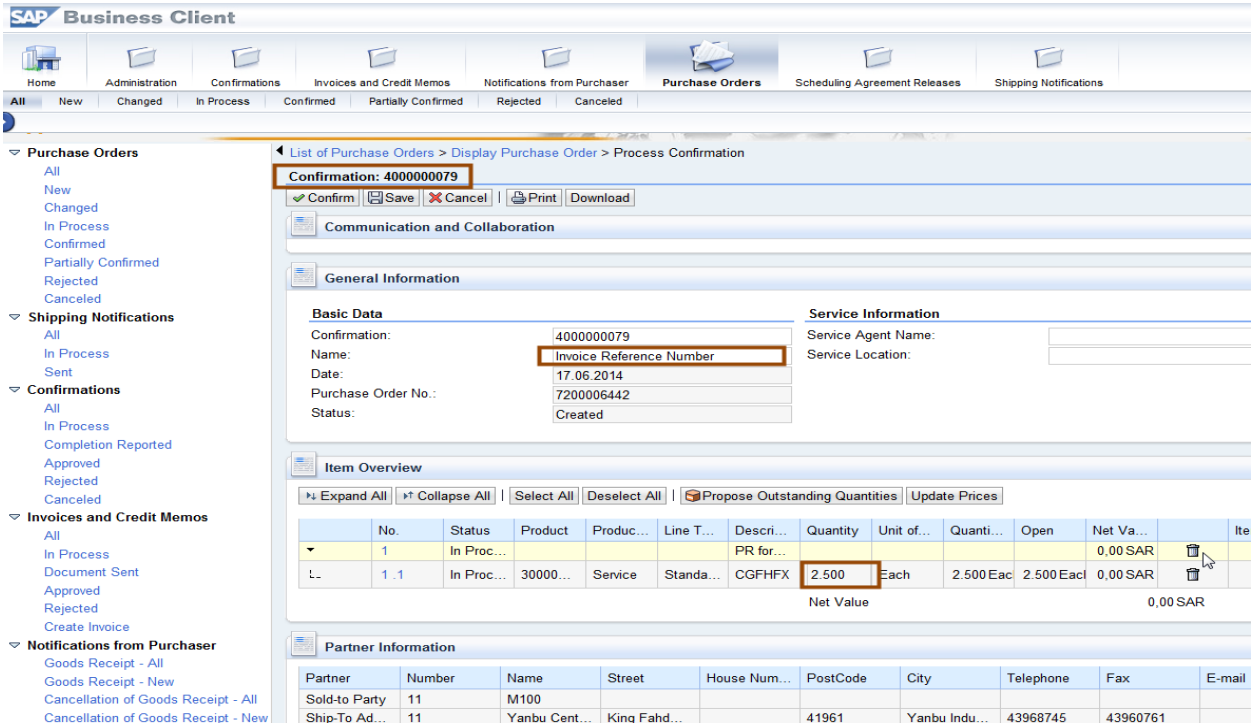

Image 3.7.1-4:

Status of confirmation changes to, ‘COMPLETION REPORTED’ on submission

If service confirmation is approved by Marafiq status changes to, “Accepted by Customer”

If service confirmation is rejected by Marafiq status changes to. “Rejected by Customer”

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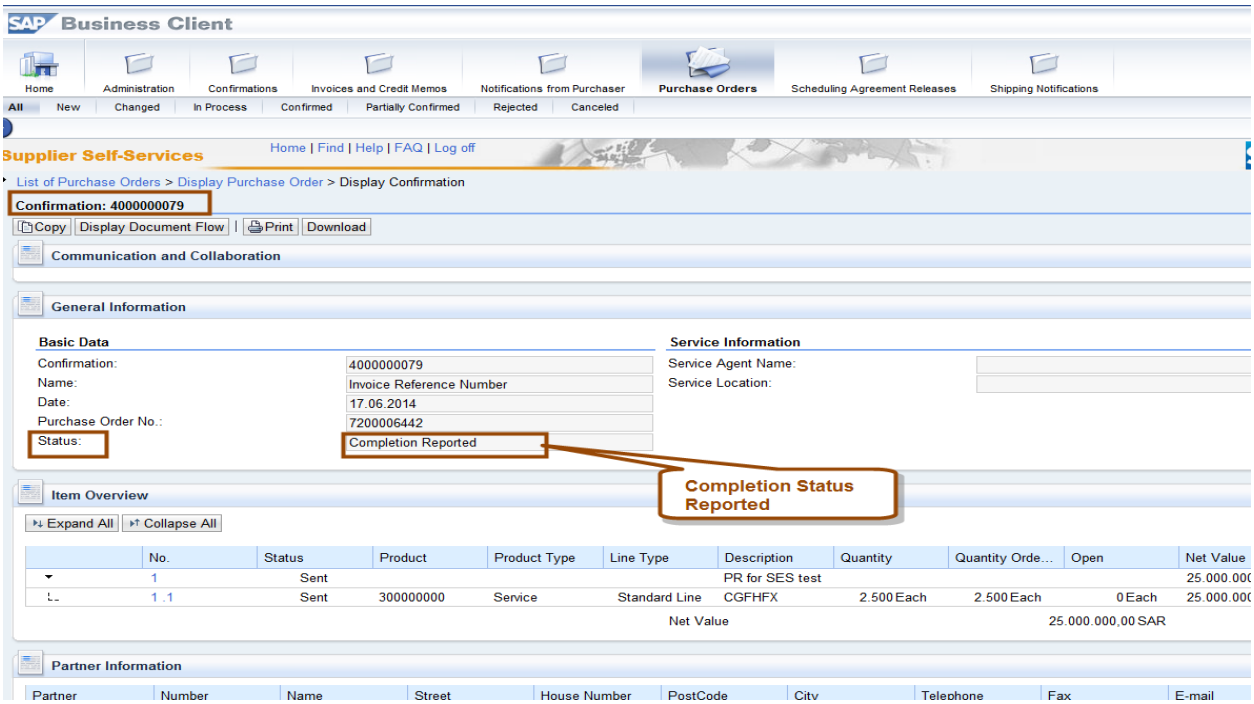
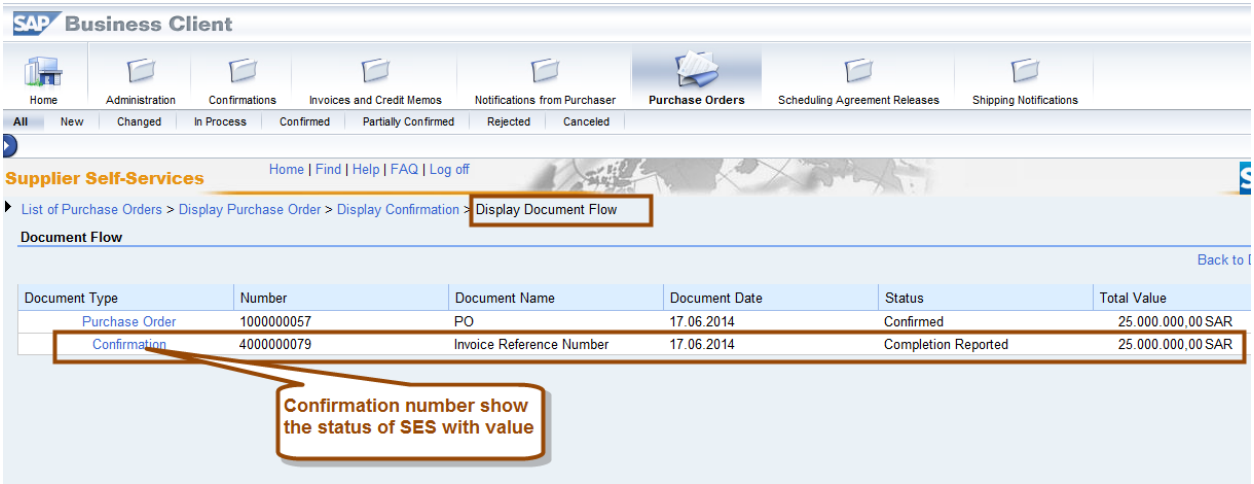


Image 3.7.1-5: Document Flow



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4.7.2 Cancel Confirmations

Supplier can cancel an entire confirmation if its status is Completion Reported or Approved by Customer, and if no follow-on documents have been generated for it. Once supplier has canceled the confirmation, he/she can create a new confirmation for the purchase order quantity or part of it.

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4.8 Submission of Invoice

This function enables suppliers to create and edit invoices in *Marafiq Supplier Portal* (SUS), and send them to Marafiq.

Supplier can create invoices with references to purchase orders, confirmations, ASNs, or goods receipt notifications

4.8.1 Select Invoices

Supplier can select invoices as follows:

All invoices

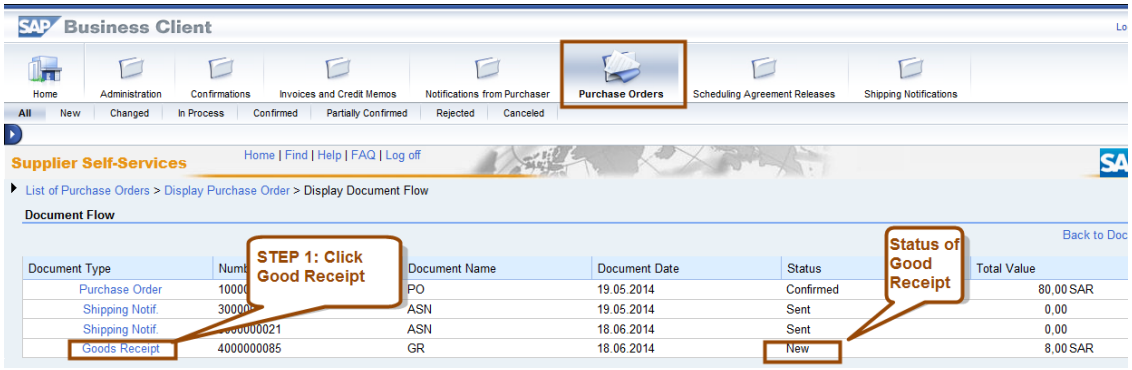
According to status

With the search function

Supplier can select invoices by status as follows

Status	This means:
In Process	This status is set automatically when the invoice is created. This status remains as long as the invoice is not sent.
Document Sent	This status is set automatically when you choose Send. The invoice is sent to the purchaser.
Approved by Customer	This status is set if the purchaser accepts the invoice.
Rejected by Customer	This status is set if the purchaser rejects the invoice.
Payment Made	You can set this status manually if the purchaser has initiated the payment.

Following image displays creating invoice with reference with a Good Receipt



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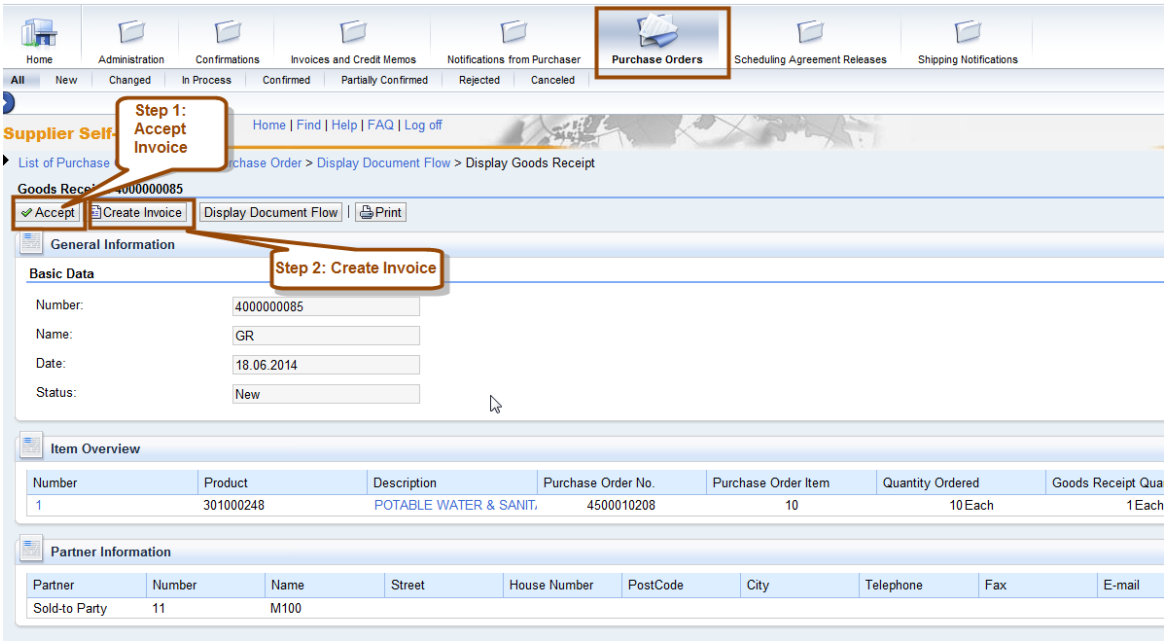
4.8.2 Create and Submit Invoice

Supplier opens Goods Receipt and accepts Good Receipt.

Once GR is accepted, click on, 'Create Invoice'



While creating invoice, supplier can change the following invoice data at **header** level:

Basic Data	
Invoice	You can change the invoice number.
Description	You can change the description of the document.
Unplanned delivery costs	You can enter unplanned delivery costs.
Messages	You can enter messages to the purchaser.
Price Information	
Tax	You can enter tax manually, or manually overwrite a default that was calculated automatically.
Terms of payment	You can specify payment targets and cash discount rates.
Attachments	In the Service Procurement business scenario, you can attach a file for the purchaser to the invoice.

You can also change the following invoice data at item level:

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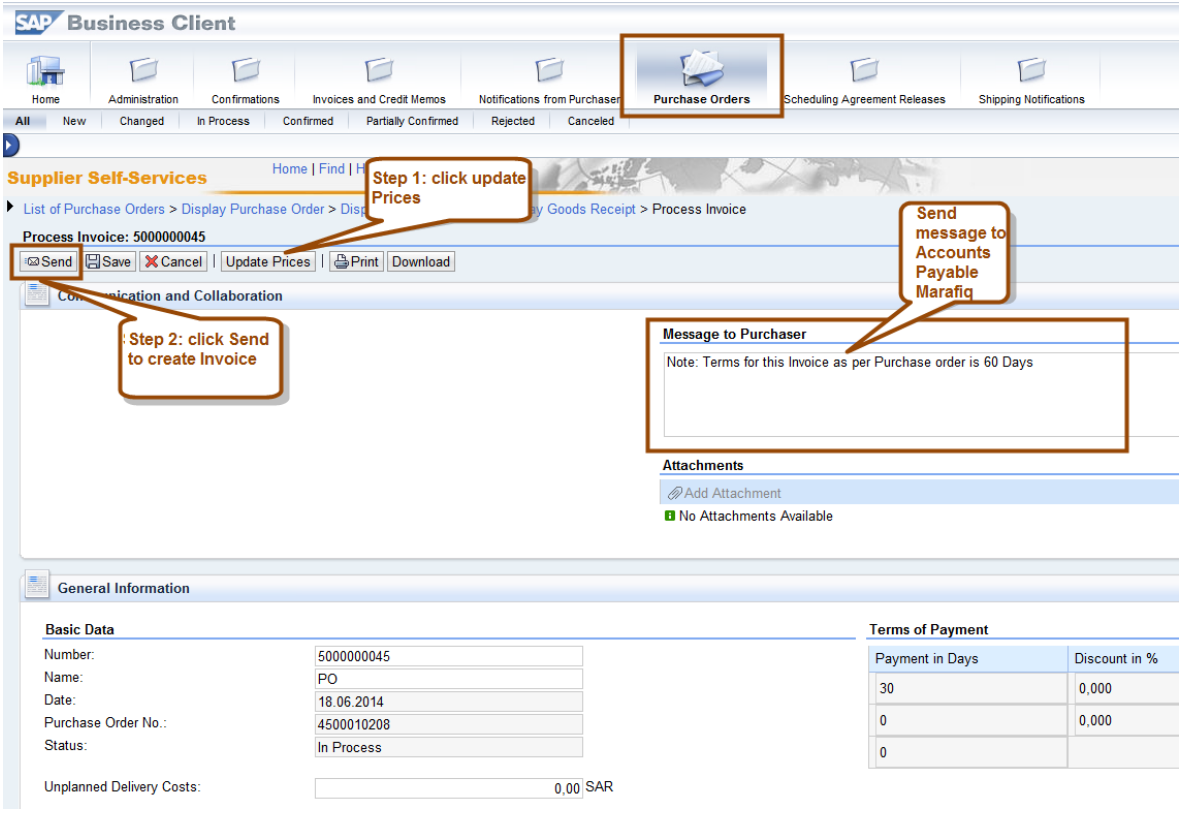
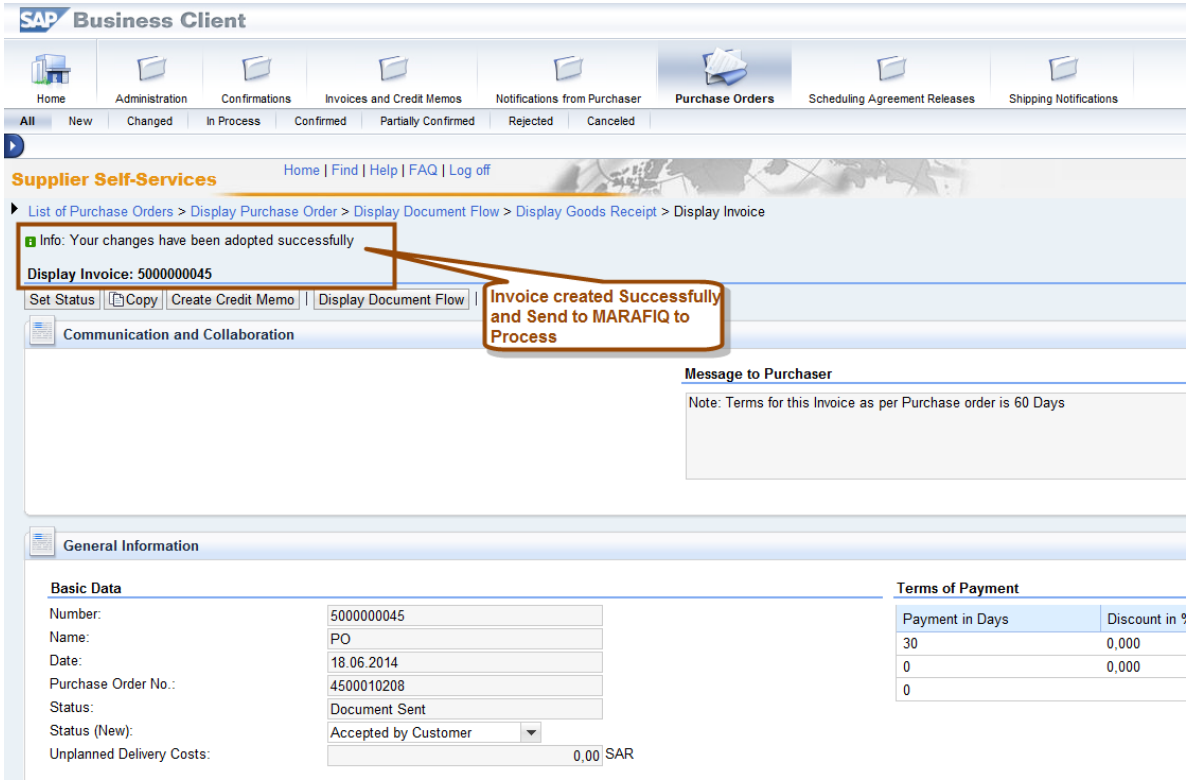
Products and Services	
Quantity	You can change the quantity of each item.
Tax rate	You can change the tax rate for each item.

Following displays - Invoice Creation

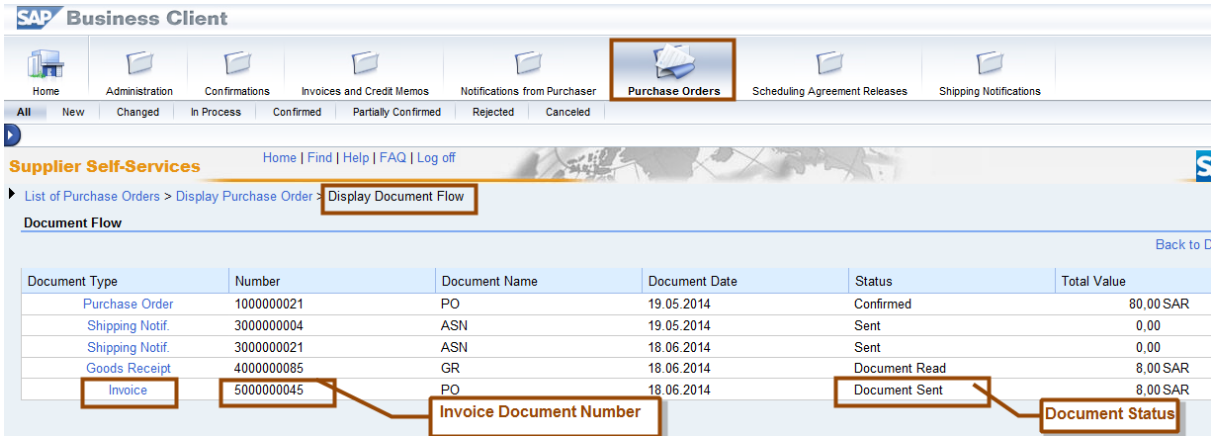


Following image shows: Invoice Submitted

Invoice Number Displayed



Invoice Updated in PO document flow:



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5. FREQUENTLY ASKED QUESTIONS

5.1 General

1. What is SUS?

Answer: Supplier Self-Service [SUS] enables pre-qualified Marafiq suppliers to interact electronically with Marafiq to:

a) Update company data
b) Participate in bidding
c) Acknowledge and accept purchase orders and contracts
d) Create advance shipping notifications (ASN)
e) Create service confirmations/service entries
f) Submit online invoices

2. Are there any guidelines on how to use SUS?

Answer: Yes, supplier user guides are available in the Marafiq website.

5.2 User ID and Logon

1. I forgot my SUS portal password.
Answer: Please send your Used ID and Email ID to Marafiq Support Email, srmsupport@marafiq.com.sa

2. I cannot login to the SUS portal due to 'Registered ID Invalid'.

Answer: A temporary SUS user ID and password must be obtained for first-time login to access the SUS portal. Refer Section 4.1

3. How many SUS user IDs are provided per supplier?

Answer: Initially, every supplier will receive only one SUS super user ID. Additional users can be created by the Vendor Admin user based on the Company Authorized Representative Letter duly authenticated by the Chamber of Commerce.

4. How can I apply for additional SUS user IDs?

Answer: Please refer section 4.2.2
The supplier can add SUS user IDs by following the steps below:
1) Download the "Company Authorized Representative Letter".
2) Complete the letter, get authenticated by Chamber of Commerce and scan the form (in PDF format)
3) Login to SUS portal and go to "Company Data" tab

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4) Click "Change" and upload the file in “Documents”
5) Vendor Admin user creates additional users and/or change/delete existing users based on the Company Authorized Representative Letter duly authenticated by the Chamber of Commerce.

5. How do I receive my temporary SUS user ID and password?

Answer: Your SUS user ID and password will be provided by email upon registration via the Registration of Supplier (ROS) system.

5.3 Company Information Update

1. How do I change or update my email addresses and contact information?

Answer: You can change or update email addresses and contact information in the Profile/Company Data section. Only Vendor Admin user is allowed to do these changes.

2. Can I update/edit/add/delete my category of business?

Answer: As of now NO. But this feature will be available soon.

3. Post update of company information, can a supplier continue other transactions in Marafiq Supplier Portal?

Answer: Yes. Business transactions can proceed normally even if changes to company data are not yet confirmed by Marafiq.

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5.4 Bidding (RFx – Tendering)

1. Who can access bidding documents?

Answer: Only the "Bidder User" registered by your "Vendor Admin" can access and submit bids. "Vendor Admin" can also access bidding documents if he assigned himself the role of the bidder.

2. Will I be able to see a list of other suppliers who were invited to participate in the bid?

Answer: No, bid invitations are private. Suppliers will not see who else were invited, nor will supplier be able to see any other bids other than the supplier's own bid.

3. Does the submission deadline set by the buyer take into consideration the complexity and size of the bid invitation?

Answer: Yes, an appropriate time period is provided for bidding to allow vendors adequate opportunity to respond.

4. Is there any specific time on the bid submission date to submit a bid?

Answer: Yes, please ensure to submit the bid on or before the specified date and time. System will not allow submission of bid after the specified date and time.

5. Is there a printable version of the bid?

Answer: Not at this time; your bid is only available online. However, you can print screens directly from the internet browser.

6. How will I know when a buyer makes a change or addendum to a bid?

Answer: Changes to the bid are documented under 'Changes to RFx' in "Notes and Attachments' and a system notification of change of RFx will be sent to vendor (Bidder User).

7. Will a change to the bid invitation change a submitted bid?

Answer: No, your last submitted bid will remain the same. Vendor should edit his bid before deadline to comply with the changes.

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8. Can a supplier ask for bid results?

Answer: Yes, you may ask the buyer to state the reasons for not awarding the bid to you.

9. Will a self-tutorial be available to train others within my company?

Answer: Yes. Supplier User Guides are available in the Marafiq website that can be used to train users in your company.

10. What if I need more information to provide an accurate bid?

Answer: Use "Collaboration" in cFolder to enter queries or information required to submit a bid.

11. Can I withdraw my bid after submitting it?

Answer: Yes, you can withdraw the bid before the specified bid closing date and time.

12. Will all SUS suppliers automatically get bid invitations online via the SUS portal?

Answer: No, Marafiq selects potential vendors from amongst those who are registered under the relevant material or service categories, and invites them to submit a bid. Invited vendors will receive an email notification of the bid invitation, and tenders are accessible online via the SUS portal.

13. Can I decline a bid invitation?

Answer: Reply by logging in to SUS and click on 'Not Participate' in the particular bid invitation (RFx).

14. Can I save an incomplete bid and return to it later?

Answer: Yes, click on the 'Save' button in the Bid Response document, write down the bid response number, and log off from SRM-SUS. When you are ready to continue, log on again to SRM-SUS, search for the Event Number (by RFx number or RFx response number), click Refresh and continue.

15. How will I know if my submitted bid was sent successfully?

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Answer: When your bid is submitted successfully, you will immediately receive confirmation. A message will appear in the screen stating that your bid was submitted, and the system registers a Bid Response number.

16. Will bid results be published or acceptance/rejection notifications sent out?

Answer: Your bid response status will be updated with “Accepted” or “Rejected” after an award is completed and a PO or contract issued. If your bid displays the status “Accepted” and the bid is for multiple line items, check the item overview list to see if your bid has been accepted for all items. Bids rejected for any items will be indicated.

17. What if our payment terms are not listed in the payment terms list?

Answer: Leave the default as “Within 30 days due net”. Then enter your payment terms in the remark box in the ‘Bidder's Remarks’ under the ‘Notes and Attachments’ tab.

18. Can the attachments be printed?

Answer: Yes. The attachments will be files created and opened with Windows applications such as Word, Excel, and Acrobat Reader. It is recommended not to print any attachment. The online service is intended to enable a paperless process, share data and information electronically and help save the environment.

19. Can I upload attachments for specific item?

Answer: Yes. You can upload an attachment for a specific item in the “Technical RFx” under the 'Technical Bid' for the specific item. All supporting technical documents for any bid should be uploaded in this folder to enable technical evaluators conduct appropriate technical evaluation.

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5.5 Purchase Order and Acknowledgement

1. If my internet browser cannot display PO, what should I do?

   Answer: This error is most often caused by the pop-up blocker in internet browser or incompatible internet browser. Please click here to read and comply with the System Technical Requirements.

2. If I receive a PO with incorrect value, what should I do?
   Answer: Reject the PO through SUS, and buyer can see the rejected PO and rectify the same.

3. How can I check my PO status?
   Answer: You must login to SUS Portal and go to "Purchase Order" menu.

4. If I cannot find PO in the SUS portal, what should I do?
   Answer: Click the refresh button in the SUS portal to get the latest update.

5.6 Advance Shipping Notification

1. When an ASN should be created and submitted in Marafiq supplier portal.
Answer: Marafiq suggests, supplier should create ASN and capture ASN number, and send this detail with the shipment.

2. Can invoice be submitted immediately after successful creation of ASN(s)?
Answer: No, only after the shipment is received and a successful goods receipt is created by Marafiq, a subsequent invoice can be created by the supplier. Supplier can check in 'Follow on Document' for a PO to check if goods receipt is posted by Marafiq for the shipment.

3. Can ASN be created for quantity greater than PO quantity?
Answer: No. Use 'Propose Outstanding Quantity' to check open PO quantity and then create ASN for a PO.

4. How return delivery of shipments are handled?

Answer: Intimation of rejection of shipment and return delivery will be carried out offline, outside the Marafiq supplier portal system.

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4.7 Service Confirmation

1. Can service confirmation be submitted without PO acknowledgement?

Answer: No, system does not allow creation of confirmations without acknowledgement, for PO(s) which require PO acknowledgement.

2. Can I cancel a service confirmation already accepted by Marafiq?

Answer: Supplier can cancel an entire confirmation if its status is Completion Reported or Accepted by Customer, and if no follow-on documents have been generated for it. Once supplier has canceled the confirmation, you can create a new confirmation for the purchase order quantity or part of it. Cancellation of Service confirmation cannot be done in partial, but only in entirety.

3. Can a service entry confirmation be submitted for activity non-existent in the PO?

Answer: No, service confirmation of activities not existing in the PO cannot be created.

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4.8 Online Invoicing

1. Do I have to type in my bank account number when creating invoices in SUS?

Answer: No, the number that you listed in your company profile in SUS will be displayed automatically.

2. Can I change my account number on the invoicing screen?

Answer: No, this is in display mode only. You have to update/change bank account numbers in the 'additional company data' section before creating an invoice.

3. What supporting documents are required for payment claims?

Answer: The supporting documents required for payment claims are clearly specified on the relevant purchase order or contract.

4. Can I save my invoice before submitting it?

Answer: Yes, you can. The 'saved invoice' can then be submitted, or it can be deleted.

5. Can we submit hard copy invoices to Marafiq Buyer?

Answer: No, all invoices are to be submitted online via SUS portal.

6. Can a saved invoice be retrieved later?

Answer: Yes, it can. You can then proceed to complete the invoice before submitting it, or you can delete it.

7. Can the supplier claim one invoice for all three milestones?

Answer: No. The supplier must submit one invoice per milestone. The next milestone is applicable once the status of the previous milestone is displayed as 'posted'.

8. When can we claim invoices for subsequent milestones?

Answer: Subsequent invoices for milestones can be created and submitted only when the invoice status is labelled as “Posted”.

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9. Can we upload a zip file during invoicing?

Answer: No, the zip file format cannot be uploaded. Please make sure that documents uploaded onto the system are in Adobe Acrobat (.pdf) format.

10. For progressive payment terms, how do I know which milestone can I invoice?

Answer: You can submit your invoice for that milestone with the service entry already accepted by Marafiq.

11. I cannot create an online invoice due to error display: "Document is already being processed by another user; please try again later".

Answer: The supplier should not close the browser without logging off from SUS portal by using the system log-off button. The supplier can only access the system after it has cleared all caches.

12. No outstanding quantity is shown during online invoice creation due to error message display: "No open purchase orders match the specified search criteria due to progressive payment".

Answer: Usually this happens with the second milestone of progressive payments due to insufficient Goods Receipt (GR) amounts made by Marafiq. Supplier is required to liaise with Marafiq Buyer to confirm the GR amount.

13. I am unable to create an online invoice after rejecting the PO Revision/Change Order.

Answer: The vendor can liaise with buyer to trigger the issuance of a new PO revision/Change. The vendor then has to accept the new PO Revision/Change Order before he can create an online invoice.

14. I cannot create a second online invoice because the first online invoice is still being processed by Marafiq.

Answer: The first online invoice submission must be processed by Marafiq, i.e. it must be in 'posted' status before the second invoice can be created.

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15. How can I create an invoice?

Answer: Refer to the user guide "Supplier Portal User Manual".

16. Is it permissible not to use SRM online invoicing?

Answer: No, when you are on board as SUS Supplier, SRM online invoicing must be used for all existing PO claims in SUS.

4.9 System Technical Requirements

1. Is there any system setting that a supplier has to configure to transact in SRM-SUS?

Answer: Yes, a SUS supplier must ensure that:
a) 'Pop Ups' are NOT BLOCKED. This is to allow your system to open a new screen/attachment.
b) 'Cookies' are ENABLED. This is to allow your system to open downloaded attachments such as Purchase Orders and Tender Specifications, which will appear in PDF format.

2. Which is the most compatible browser to use Marafiq Supplier Portal on?

Answer: We suggest to use Internet Explorer 8 and above.

3. Who to contact in case of any Marafiq portal related technical issue?

Answer: Please send your issue ticket to Marafiq Support Email ID : srmsupport@marafiq.com.sa

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